

TOTAL SUPPORT INITIATIVE

Pipeline Inspection Company, Ltd. is proud to introduce its Total Support Initiative (TSI) program. The TSI program is intended to improve service, as well as quality control for customers and distributors. The TSI program will enable many distributors to enter or expand rental and services without taking on additional overhead and liability. This new program will also ensure that all customers receive top quality SPY® products, accessories and support.

Holiday Detector & Pig Tracking System Sales

In the past, numerous PIC distributors carried SPY® Holiday Detectors & Pig Tracking Systems on consignment. As part of the TSI program, Pipeline Inspection Company will no longer provide units on consignment. Pipeline Inspection Company has expanded product inventories to provide same or next day shipping from its warehouse to all domestic distributors or direct to domestic customer locations, thus saving shelf space for distributors. As always, overnight shipping is available (premium charges apply). Distributors choosing to purchase and stock SPY® Holiday Detectors may wish to take advantage of quantity discounts as published on our website.

Holiday Detector & Pig Tracking System Warranties

The current Pipeline Inspection Company warranty terms will apply to all SPY® Holiday Detector & Pig Tracking System sales. Warranty activation will be done at the time of shipping to ensure the customer receives the full warranty benefits. For distributors who choose to purchase and stock SPY® Holiday Detectors & Pig Tracking Systems, the warranty is to be fully transferable to customers with proper notice to Pipeline Inspection Company. Customers and distributors can send any defective equipment directly to Pipeline Inspection Company for a prompt repair/replacement at any time. The full warranty description can be found on the company's website at www.picltd.com.



Holiday Detector & Pig Tracking System Rentals

As part of the TSI program, Pipeline Inspection Company will provide distributors with a full-scale product rental service. By employing our expanded fleet of fully inspected and factory calibrated Holiday Detectors & Pig Tracking Systems, any domestic distributor can now benefit from a rental agreement by simply notifying Pipeline Inspection Company of a rental opportunity. Rental units will ship from the factory within 24 hours. Any renewals will be credited to the original distributor. Customers will be assured of receiving a rental unit that has been cleaned, checked and calibrated between rentals. In short, distributors will benefit by not having to handle the details of rental and customers will benefit by having direct access to full support services of Pipeline Inspection Company.

Note: Rentals are only available in the U.S.

Holiday Detector & Pig Tracking System Repair

At Pipeline Inspection Company, the quality of our product support is as important as our products. All damaged units should be tested to ensure proper operation and the safety of the operator.



Like the vast majority of manufacturers, Pipeline Inspection Company's technology, manufacturing and testing techniques are all closely held. Our repair operations are unique and performed to the highest standards. Our proprietary testing methodologies are the result of over 60 years of experience and our repair record of success is unmatched. That is why Pipeline Inspection Company provides customers with a 90-day no charge guarantee on factory repairs.

To maintain this standard of quality, repair parts will no longer be available to unauthorized repair facilities except for parts that are known to wear. Any repair conducted at any other domestic location other than Pipeline Inspection Company's factory in Houston may void the warranty.

As part of the TSI program, Pipeline Inspection Company will continue to fully credit and support distributors with quality assured repairs and not support any potentially injurious activities, which may deter from our product's good name and the safety of our customers.

Field Support

With customer satisfaction as Pipeline Inspection Company's primary goal, we encourage rental customers and customers with products under warranty to contact the factory. Experienced factory personnel and engineers who are intimately familiar with our product lines are readily available via telephone or e-mail. For effective troubleshooting, it is recommended that all Holiday Detector & Pig Tracking System units be factory calibrated every 12 months.

Through these enhanced service, traceability and accountability measures, Pipeline Inspection Company's TSI program will take an extra step to protect valuable customers, distributors and Pipeline Inspection Company. For questions, suggestions and ideas that may enhance this initiative feel free to contact your Pipeline Inspection Company representative.

TOTAL SUPPORT INITIATIVE (at a glance)

- **Expanded product inventories to allow for same or next day shipping, minimizing the need for Distributors to stock SPY® products**
- **Warranty benefits will continue to be transferable with proper notice to Pipeline Inspection Company**
- **Customers will be assured that all rental units are professionally cleaned, checked, and calibrated between rentals**
- **Factory repairs are performed to a high standard of quality and, thus, repair parts will be limited to only those known to wear**
- **Expert field support is available via telephone and e-mail with our factory personnel and engineering staff**

PIPELINE INSPECTION COMPANY, LTD



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