

March 29, 2011

On April 4, 2011, we will begin implementing a new Return, Evaluation, and Repair (RER) process which we anticipate will be a substantial improvement. Please note the following changes:

- A purchase order (PO) must be given at the same time a Return Authorization (RA) number is issued for all repairs not under warranty. The cost of a repair for a specific product series can be found in our price book.
- If a regulator is returned under warranty, but is determined to have been abused, a PO will be required before any work is done.
- Every regulator will receive a free standard evaluation with photos if necessary. Product and engineering evaluations will still be offered at a fee. Pricing for these evaluations are also in the price book under "Repair Options". The evaluation of electronic regulators will not change at this time.

If the new process is not complied with, the repair will not be completed:

- An RA number will not be issued without a PO, except for regulators under warranty.
- Tescom will refuse delivery on any regulator shipped without an RA number on the outside of the box.
- Any regulator shipped to Tescom with accessories attached will be returned to the sender.

#### **Background**

Over the past couple years we have received a number of complaints about our RER process. Based on these complaints, we believe these changes will improve the speed and effectiveness of repairs. Currently, we do not require a purchase order when the RA number is issued. Once the regulator has been evaluated, a PO is requested. This has resulted in hundreds of regulators sitting on our shelves waiting for PO's and many months wasted. The new system will eliminate this problem and help us to evaluate and return repairs in a timely manner.


#### **Evaluations**

Admittedly, our standard evaluations have been unprofessional and incomplete. We have not adequately explained why a customer's regulator failed. To address this, we have created an evaluation form that will clearly explain the condition of each part in the regulator and show what caused the failure. This will help customers understand what caused the failure and what can be done to prevent it from happening again.

Please make note of these changes and pass the necessary information on to your customers. We expect this new process will improve our repairs and we want to thank-you in advance for your cooperation. We appreciate any feedback on the process so we can continue to improve.



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