

## EXTENDED WARRANTY NOTIFICATION

Date: October 22, 2024

Dear Thomson Power Systems customer:

At Thomson Power Systems ("Thomson") we are committed to providing products of outstanding quality and value. In an effort to meet this commitment, the warranty coverage for certain TSC900SCU automatic transfer switch controllers which are still in use has been extended for two years from October 22, 2024 (the "Extended Warranty Date"). This extended warranty only applies to Canadian resident owners of TSC900SCUs that were manufactured prior to February 1, 2022, and excludes distributors, service providers and other third-party sellers.

### ***What should you do?***

If you are a Canadian resident that currently owns a TSC900SCU that was manufactured prior to February 1, 2022 and you are experiencing a product quality issue, you can contact Thomson's Technical Phone support line (+1-604-888-0110 / +1- 888-888-0110) by the Extended Warranty Date and receive technical troubleshooting support as well as guidance on how to process a warranty claim. Owners submitting a warranty claim will need to provide certain information in order for Thomson to process your warranty claim, including: (1) the serial number of both your TSC900SCU and your automatic transfer switch and (2) copies of receipts, invoices or other documents created by the seller of the products that specify (a) the name of the seller, (b) the date of purchase, and (c) the name and quantity of the product purchased.

### ***What if you have other questions?***

For more information regarding this extended warranty, please email the Thomson customer care team at [thomsonps.support@regalrexnord.com](mailto:thomsonps.support@regalrexnord.com).