

## **THE THERMAL EDGE PLEDGE:**

WE PLEDGE TO ONLY PROMISE SHIP DATES THAT WE CAN MEET.

WE PLEDGE THAT ON THE OCCASION THAT WE CANNOT MEET A SHIP DATE, THE CUSTOMER WILL BE THE FIRST PERSON WE CALL.

WE PLEDGE TO TOLERATE NOTHING LESS THAN ZERO DEFECTS ON EVERY PRODUCT WE MAKE.

WE PLEDGE TO EMBRACE NEW TECHNOLOGIES AND FRESH IDEAS FOR MANUFACTURING, EVEN IF THEY ARE NOT OUR OWN.

WE PLEDGE TO PROVIDE OUR PEOPLE WITH THE VERY BEST TOOLS AND PROCESSES IN ORDER TO ENABLE THEM TO BE THEIR VERY BEST.

WE PLEDGE TO ALWAYS VALUE OUR CUSTOMER'S TIME BY ALWAYS TAKING THEIR CALL AND NEVER USING VOICE MAIL AS A FORM OF COMMUNICATION.

WE PLEDGE TO RESPOND TO OUR CUSTOMER'S EMAIL CORRESPONDENCE AND REQUESTS IMMEDIATELY AND WITHOUT DELAY.

WE PLEDGE TO SPEAK WITH OUR CUSTOMERS PERSONALLY, HONESTLY AND IN A STRAIGHT FORWARD MANNER.

WE PLEDGE TO LISTEN TO OUR CUSTOMERS WHEN THEY DESCRIBE THEIR APPLICATION SO THAT WE WILL ALWAYS DIAGNOSE THEIR APPLICATION CORRECTLY THE FIRST TIME.

WE PLEDGE TO GUARANTEE EVERY APPLICATION OUR CUSTOMERS BRING US. THIS MEANS THAT WHEN WE MAKE A RECOMMENDATION BASED ON COMPLETE INFORMATION PROVIDED, WE WILL GUARANTEE THE PERFORMANCE OF OUR UNIT.

WE PLEDGE TO ALWAYS PLAN, DREAM AND DEVELOP THE MOST TECHNOLOGICALLY ADVANCED SYSTEMS OF OUR TIME.

WE PLEDGE TO ALWAYS BE WORKING ON THE NEXT GENERATION OF OUR PRODUCTS BRINGING IN NEW INNOVATION AND DESIGNS.