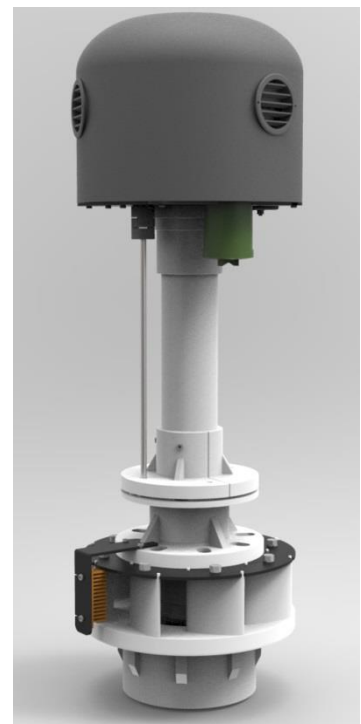




PowerSpout Global Freight Policy



PowerSpout Contact details

Web: www.powerspout.com

PowerSpout is a product proudly designed and manufactured by:

EcolInnovation Ltd

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If you need to contact EcolInnovation by phone then email first via our web site and check the local time in NZ if calling from overseas. Business hours are 9:00am to 5:00pm (NZ time) weekdays only. EcolInnovation is closed for up to 3 weeks over the Christmas break.

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Notice of Company Registration

EcolInnovation – is a NZ Registered Limited Company

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1. PowerSpout Turbine Freight

EcolInnovation endeavours to freight PowerSpout turbines cost effectively to common global destinations (40+ countries) for no extra charge. This excludes remote areas where a small surcharge applies.

We exclusively use DHL who provide a great global service with affordable prices from New Zealand.

Global dealers rarely hold stock (other than display samples) as each hydro site is different and each turbine generator is tuned to perform optimally based on your site data. Each turbine incorporates performance adjustment to allow for small discrepancies in site data provided. Using this approach, turbines from 12-400 VDC and 100-1600W can be offered and shipped quickly to you as needed.

A global freight surcharge applies to turbines sent to expensive destinations in DHL zones 7, 8 and 9. This surcharge is published in the online price guide.

Please note that when purchasing a turbine from EcolInnovation you are bound by the terms and conditions of the freight provider DHL. Links to these conditions are provided below.

Please note delivery targets are a guide only and do not guarantee your item will reach its destination within the target time. Delivery to rural or remote areas may take longer. Target delivery times also exclude any delays in customs. The dealer/purchaser of the goods is liable to pay any duty, GST, VAT, fees and local taxes on the goods imported.

If you are unsure what these charges will be, seek advice from the customs and excise department in your country. If you purchase from a local dealer, these charges will have been included in their advertised price.

Please note there is no compensation for delay of goods in transit; insurance is only for loss/damage of goods while in transit.

2. DHL Insurance Cover

Insurance is optional. Full DHL insurance cover costs \$25 US for each package sent or 2.5% of the value of the goods, whichever is larger.

This fee will be added to any orders from 2014. If you wish to take freight insurance risk yourself please advise us of this at the time you place your order.

3. What Freight Insurance Does Not Cover

Insurance does not cover:

- Damage to the box (only the contents of it)
- Cosmetic scuff marks to outer turbine casing
- Delays
- Return freight costs to NZ
- Damage to the goods in transit being returned to NZ
- Loss of the goods in transit being returned to NZ

All customers must sign for and receive the goods sent, regardless of the condition they arrive in. Customers that fail to receive goods sent may be liable for extra costs.

4. Goods Damaged in Freight

The receiver must accept the goods even if they appear damaged. Damaged goods will be covered by insurance and this can be resolved once the extent of any damage has been ascertained.

A damaged box does not mean the goods are damaged. If goods arrive with suspected damage to the carton or contents you must still agree to receive them and sign **“received in damaged condition”**. Otherwise resolving problems will take longer. We do not send out replacement goods until the insurance company pays out; this is in-line with our terms of sale.

If however, the goods are accepted damaged and have been insured, we will immediately send out replacement parts to get the product working; all we need is a picture of the damaged part(s) for verification.

5. PowerSpout Pelton (PLT) turbines

The PowerSpout PLT turbine weighs about 25 kg and fits in a standard DHL airfreight carton. This carton can also include spare parts up to a maximum of 30 kg.

Turbines are freighted fully assembled but the valves are removed so they fit into a standard DHL carton as shown below.



PLT turbines have been drop tested from 1m onto concrete to meet standard drop test requirements. Please refer to drop test section below.

5.1. PowerSpout PLT Twin Pack

From early 2014 it will be possible to buy a PLT twin pack variant of this popular PLT turbine. This turbine is made from thinner case materials to save on weight. In less than 300W applications twin packs come with a single jet. 2 turbines are less than 30kg packed face to face and protected with plastic wrap. No carton is used to save on weight.

This option is only for sites up to 300/600/900W maximum, head range 10-100m and flow rate up to 4.0 l/s. You must buy 2 turbines at the same time and the price includes freight to destinations in zones 1-6 (includes USA and Canada). All other destinations are charged the freight surcharge as listed in the price guide.

These twin pack options cost much less than our normal PLT turbines for lower power sites only. The PLT twin pack has different terms and conditions of sale and reduced warranty to reflect the price savings.

6. PowerSpout Turgo (TRG) turbines

The PowerSpout TRG turbines weigh 20-30kg (depending on pipe fitting options) and fits in a standard DHL airfreight carton. This carton can also include spare parts up to a maximum of 30 kg.

The standard option comes with 4 x valves, 8 x camlocks and 8 x pipe clamps included in the price. We also have a PVC manifold option.

Turbines are freighted fully assembled but the valves are removed so they fit into a standard DHL carton as shown below.



TRG turbines have been drop tested from 1m onto concrete to meet standard drop test requirements. Please refer to drop test section below.

6.1. PowerSpout TRG Twin Pack

From early 2014 it will be possible to buy a TRG twin pack of this popular TRG turbine. This turbine option excludes valves and pipe fittings to save on weight. These items can be purchased locally. The 2 turbines are less than 30kg packed side by side and protected in a cardboard carton.

This twin pack TRG is listed in the price guide.



When ordering a PLT or TRG twin pack turbines the following applies:

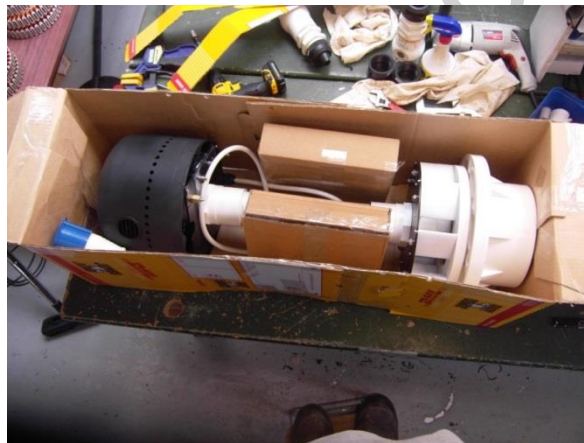
- Identical, no extra items/spares can be freighted at the same time.
- Lead time is 4 weeks and longer during peak production times
- Standard warrantee is 1 year
- PLT cases are thinner than our standard cases (TRG are the same)

7. PowerSpout Low Head (LH) turbines

The PowerSpout LH turbine weighs 25-29kg (depending on LH or LH Pro option) and fits in a modified DHL airfreight carton. This carton can also include limited spare parts up to a maximum of 30 kg.



Turbines are freighted fully assembled (the PMA may be removed in some cases) as shown below.



LH (prior to foam pack) with stator and rotor in their own boxes

LH turbines have been drop tested from 1m onto concrete to meet standard drop test requirements. Please refer to drop test section below.

8. Target manufacturing time

Our target manufacturing time is 2 weeks from placing a valid order but this varies depending on seasonal demand. We endeavour to send all turbines within 1-4 weeks, and we will advise you at the time you place your order if we anticipate manufacturing will exceed our target of 2-weeks. Reduced price twin pack turbines have a 4 week target manufacturing time.

In working out a delivered time from order placement you need to add the manufacturing time to the delivery times outlined above. Further advice on how to order is provided online at www.powerspout.com.

9. DHL Freight Zones (unlisted countries are zone 9)

Country	Zone	Country	Zone	Country	Zone
Afghanistan	9	Germany	7	Nigeria	9
Albania	7	Ghana	9	Niue	7
Algeria	9	Gibraltar	7	Norway	8
American Samoa	6	Greece	7	Oman	6
Andorra	7	Greenland	7	Pakistan	9
Angola	9	Grenada	9	Panama	6
Anguilla	9	Guadeloupe	9	Papua New Guinea	9
Antigua	9	Guam	6	Paraguay	9
Argentina	9	Guatemala	7	Peru	5
Armenia	9	Guernsey	9	Philippines, The	7
Aruba	9	Guinea Republic	9	Poland	7
Australia (rest of AU)	2	Guinea-Bissau	9	Portugal	9
Australia (SYD, BNE, MEL, CBR)	1	Guinea-Equatorial	9	Puerto Rico	8
Austria	7	Guyana (British)	9	Qatar	9
Azerbaijan	9	Haiti	9	Reunion, Island Of	7
Bahamas	9	Honduras	9	Romania	7
Bahrain	8	Hong Kong	3	Russian Federation, The	9
Bangladesh	6	Hungary	7	Rwanda	6
Barbados	9	Iceland	7	Saipan	6
Belarus	7	India	3	Samoa	9
Belgium	7	Indonesia	5	San Marino	9
Belize	9	Iran (Islamic Republic of)	9	Sao Tome & Principe	8
Benin	9	Iraq	9	Saudi Arabia	9
Bermuda	9	Ireland, Republic Of	7	Senegal	7
Bhutan	6	Israel	8	Serbia, Republic of	9
Bolivia	9	Italy	7	Seychelles	9
Bonaire	9	Jamaica	9	Sierra Leone	5
Bosnia & Herzegovina	7	Japan	5	Singapore	7
Botswana	9	Jersey	7	Slovakia	7
Brazil	9	Jordan	8	Slovenia	6
Brunei	5	Kazakhstan	7	Solomon Islands	9
Bulgaria	7	Kenya	9	Somalia	9
Burkina Faso	9	Kiribati	6	Somaliland, Rep of (North Somalia)	9
Burundi	9	Korea, Republic Of	6	South Africa	9
Cambodia	5	Korea, The D.P.R of	6	Spain	7
Cameroon	9	Kuwait	8	Sri Lanka	6
Canada	4	Kyrgyzstan	7	St. Barthelemy	9
Canary Islands, The	7	Lao People's Democratic Republic	5	St. Eustatius	9
Cape Verde	9	Latvia	7	St. Kitts	9
Cayman Islands	9	Lebanon	8	St. Lucia	9
Central African Republic	9	Lesotho	9	St. Maarten	9
Chad	9	Liberia	9	St. Vincent	9
Chile	9	Libya	9	Sudan	8
China	3	Liechtenstein	7	Suriname	9
Colombia	9	Lithuania	7	Swaziland 9	9
Comoros	9	Luxembourg	6	Sweden	7
Congo	9	Macau	6	Switzerland	7
Congo, The Democratic Republic of	9	Macedonia, Republic of (FYROM)	7	Syria	8
Cook Islands	6	Madagascar	9	Tahiti	6
Costa Rica	9	Malawi	9	Taiwan	6
Cote d'Ivoire	9	Malaysia	5	Tajikistan	7
Croatia	7	Maldives	9	Tanzania	9
Cuba	9	Mali	9	Thailand	5
Curacao	9	Malta	7	Togo	9
Cyprus	7	Marshall Islands	6	Tonga	6
Czech Republic, The	7	Martinique	9	Trinidad & Tobago	9
Denmark	7	Mauritania	9	Tunisia	9
Djibouti	9	Mauritius	9	Turkey	7
Dominica	9	Mayotte	9	Turkmenistan	9
Dominican Republic	9	Mexico	4	Turks & Caicos Islands	9
East Timor	5	Moldova, Republic Of	7	Tuvalu	6
Ecuador	9	Monaco	9	Uganda	9
Egypt	8	Mongolia	9	Ukraine	7
El Salvador	9	Montenegro	7	United Arab Emirates	8
Eritrea	9	Montserrat	9	United Kingdom	7
Estonia	7	Morocco	9	United States Of America	4
Ethiopia	9	Mozambique	9	Uruguay	9
Falkland Islands	9	Myanmar	5	Uzbekistan	7
Faroe Islands	7	Namibia	9	Vanuatu	6
Fiji	2	Nauru, Republic Of	6	Venezuela	9
Finland	7	Nepal	6	Vietnam	5
France	7	Netherlands, The	7	Virgin Islands (British)	9
French Guiana	9	Nevis	9	Virgin Islands (US)	9
Gabon	9	New Caledonia	6	Yemen	8
Gambia	9	Nicaragua	9	Zambia	9
Georgia	7	Niger	9	Zimbabwe	9

For countries listed as Zone 6 and below the freight cost is included in the price of the turbines (provided 30kg is not exceeded). For countries listed as zones 7, 8 and 9, then extra fees apply as shown in the retail price list. If 30kg is exceeded then an additional fee applies as per the pricelist.

9.1. DHL remote area surcharge

An additional surcharge is applied per shipment when the delivery destination is remote. Remote is defined as islands and highlands; or a post code/zip code that is difficult to serve; or a suburb/town that is distant, inaccessible or infrequently served.

As a rule of thumb, if you live more than 1 hours drive from a small town (population > 10,000) then the remote surcharge fee applies to you.

10. DHL Freight Example

A PowerSpout PLT hydro turbine sent to Uganda. This order is to a DHL zone 9 (freight surcharge applies) and to a small village more the 30 minutes from a town (remote area surcharge also applies).

Once the goods are ready to send EcoInnovation will load the package into the online tracking system. DHL clears customs as part of their standard fee.

The DHL online system will print out 3 copies of the tax invoice (in English) that excludes freight charges. These invoices are stamped as original and go with the goods in a plastic sleeve in the top on the box.

The purchaser of the goods will at this time receive an email notice that the goods are about to ship with a tracking reference. An example email is provided below

DHL EXPRESS
SHIPMENT ADVISORY

The following 1 piece(s) have been sent by MICHAEL LAWLEY from Eco Innovation via DHL Express on 27-Jun-2011 via AWB# 7820158791

If you wish to track this (these) shipment(s) please contact your local DHL customer service office or visit the DHL Web Site at <http://www.dhl.co.nz>

If you have a Web-enabled mail reader, click the link below to view shipment tracking details:
<http://www.dhl.com/cgi-bin/tracking.pl?AWB=7820158791>

SHIPMENT TO:
Your details
Uganda

SHIPMENT FROM:
Eco Innovation
MICHAEL LAWLEY
671 Kent Road
R.D.1
New Plymouth
4371
New Zealand

SHIPMENT CONTENTS:
Hydro turbine

SHIPPER REFERENCE:
2133

ADDITIONAL MESSAGE FROM SHIPPER:

RECAP

AWB:7820158791
 WEIGHT:25.0
 PIECES:1
 CONTENTS:Hydro turbine
 REF:2133

Thank you for requesting DHL Express for your delivery needs

The box will then be dropped off at the NZ post/DHL depot either that evening or the following day.

To work out the final delivery date for the above example, it was entered into the online system on 27th June on a 2-6 days service. 27th June was a Monday so the first full working day that DHL will have the goods is 28th June. So delivery should be made prior to 7th July, up to 6 full working days later.

If we go to <http://www.dhl.co.nz/en/express/tracking.html> and enter the tracking number, we get the following result

Date	Time	Location Service Area	Checkpoint Details
June 27, 2011	18:37	NZ Onforwarding Area - New Zealand	Shipment picked up
June 29, 2011	19:33	Auckland - New Zealand	Processed at Auckland - New Zealand
June 29, 2011	20:28	Auckland - New Zealand	Processed at Auckland - New Zealand
June 29, 2011	20:31	Auckland - New Zealand	Departed from DHL facility in Auckland - New Zealand
June 30, 2011	17:06	London-Heathrow - UK	Arrived at DHL facility in London-Heathrow - UK
June 30, 2011	17:26	London-Heathrow - UK	Processed at London-Heathrow - UK
June 30, 2011	17:47	London-Heathrow - UK	Departed from DHL facility in London-Heathrow - UK
July 01, 2011	10:25	Nairobi - Kenya	Arrived at DHL facility in Nairobi - Kenya
July 01, 2011	14:34	Nairobi - Kenya	Processed at Nairobi - Kenya
July 01, 2011	16:26	Nairobi - Kenya	Departed from DHL facility in Nairobi - Kenya
July 02, 2011	10:42	Kampala - Uganda	Processed for clearance at Kampala - Uganda
July 02, 2011	10:42	Kampala - Uganda	Arrived at DHL facility in Kampala - Uganda
July 02, 2011	10:42	Kampala - Uganda	Clearance delay
July 04, 2011	09:13	Kampala - Uganda	Processed for clearance at Kampala - Uganda
July 04, 2011	09:13	Kampala - Uganda	Arrived at DHL facility in Kampala - Uganda
July 04, 2011	11:52	Kampala - Uganda	Clearance delay
July 05, 2011	12:18	Kampala - Uganda	Clearance delay
July 06, 2011	10:09	Kampala - Uganda	Clearance delay
July 06, 2011	16:50	Kampala - Uganda	Delivered to broker as requested

So in this example the goods arrived on time. As a rule-of-thumb allow 3-10 days for a delivery by this service.

11. Drop Testing – freight durability

11.1. Drop Testing PLT

The PLT package was dropped (from 1m on to concrete) on different faces and edges to evaluate its resistance to transit drop damage.



Drop test 1



Drop test 2



Drop test 3



There was little damage to the package and products:

- Damaged corners on the packaging
- One air-cooling vent on the turbine popped out (easily pushed back in place).

11.2. Drop Testing TRG

The TRG package was dropped (from 1m on to concrete) on different faces and edges to evaluate its resistance to transit drop damage.



The package was dropped on different faces and edges to evaluate its resistance.



Drop test 1



Drop test 2



Drop test 3



There was almost no visible damage to the box. The turbine case suffered slight twisting on one corner of the lower enclosure as per the picture below. This is of no consequence as

once bolted down to a base it will straighten. The turbine was still rotating and fully functional.



Slightly damaged corner



Turbine still fully operational

11.3. Drop Testing LH

The LH package was dropped (from 1m on to concrete) on different faces and edges to evaluate its resistance to transit drop damage.

The pictures below show a LH turbine with normal packaging for DHL freight.





Drop test 1



Drop test 2



Drop test 3



There was no visible damage and testing showed that the turbine still rotated freely.

