

SEGMENT #	FAILURE/PROBLEM DATE
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REASON FOR CLAIM Failure or workmanship <i>If you checked this box, please complete Questionnaire on back</i> Other <i>If you checked this box, please explain in comments section below.</i>	REMITTANCE OPTION Credit for future work Refund Check No Credit Requested
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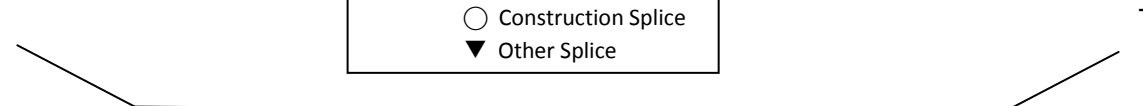
Please fill in loop and termination designations below. Note any splices and problems/failures using key provided

Loop/Circuit Name: _____

Term 1

KEY: X Dielectric Failure
 ○ Construction Splice
 ▼ Other Splice

Term 2



Total Length _____ Phase _____ of _____

COMMENTS

REMIT TO ADDRESS:

Customer Name: _____
 Attention: _____
 Street: _____
 City, State, Zip _____

AUTHORIZED CUSTOMER REPRESENTATIVE

I hereby attest and agree that:

1. I have read and understood the Novinium Warranty and the definitions of the capitalized terms below provided as Exhibit F-2 to the rejuvenation Agreement.
2. The Segment has not been subjected to Discouraged Cable Diagnostic Testing for a period of 120 days before the failure;
3. The Segment was in Continuous Operation for a period of 120 days before the date of injection;
4. The Segment has not been subjected to Abnormal Operational Excursion(s) for a period of 120 days before the failure.
5. Effective upon Customer's receipt of the warranty remittance, Customer discharges Novinium and the Novinium Warranty Trust from any and all claims, arising out of or relating to the treated Segment.
6. Customer agrees that the circumstances and details of the Warranty claim are the joint property of Customer and Novinium and that either party may publically discuss those details.
7. The actual cost to repair the failure was _____. Specify currency if not US\$. _____

Signature: _____ Date: _____

Print Name: _____

PLEASE RETURN THIS FORM AND FAILURE SAMPLE(S) TO:

Novinium Inc. Reliability Dept. 34110 9 th Ave S, Suite B Federal Way, WA 98003	Phone: 206.529.4828 Email: Failure.lab@novinium.com fax: 206.774.9754
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DIELECTRIC FAILURE QUESTIONNAIRE

Approximate time of failure: _____

Ambient temperature at time of failure (estimated): _____

Circuit was:

Energized and loaded (estimated loading _____ amps)

Energized but not loaded

Failure site was:

Cable only

Component (includes cable failures within 6" of component)

If you checked Cable only, please return this form and several inches of cable on both sides of the failure to Novinium for analysis.

COMPONENT FAILURE

What failed?

Splice

Elbow

Live-front termination

Component manufacturer and model: _____

When did it fail?

Within moments of the cable being energized

As the component was being de-energized

While in unattended operation

Visible evidence:

Visible tracking

Leaking fluid

Improper installation

Excavation dig-in

Other: _____

Failure Sample Handling

See NRI 93, "Failure Sample Handling" at www.novinium.com/NRI93 for complete sample handling best practices.

Do	Don't
<ul style="list-style-type: none">• Photograph the failure site in its "as found" condition.• Remove all damaged cable and/or components, preferably as a single assembled unit• Use electrical tape to secure bare neutrals• Seal all ends and fault hole to minimize fluid loss• Collect a warranty tag• Send the sample to the Reliability Lab right away	<ul style="list-style-type: none">• Throw anything away• Cut right at the failure• Clean anything• Bend or cut the sample to fit it in a package• Straighten a bent sample