



## Aftermarket Defect Standards & Quality Overview

Aftermarket Defect Standards	<p>In the North American aftermarket industry, a product defect refers to a <b>manufacturing or material-related condition</b> that results in product failure under:</p> <ul style="list-style-type: none"><li>● Normal application</li><li>● Proper installation</li><li>● Intended operating conditions</li><li>● Within the applicable warranty period</li></ul> <p>Defects are confirmed <b>only after technical review and approval.</b></p>
Defect vs. Non-Defect Classification	<p>The following are <b>not classified as manufacturing defects</b>:</p> <ul style="list-style-type: none"><li>● Incorrect application or part selection</li><li>● Installation-related issues</li><li>● System contamination or insufficient flushing</li><li>● Improper maintenance or operating conditions</li><li>● Transportation or handling damage</li><li>● External impact or misuse</li></ul> <p>These are generally categorized as <b>non-defect returns or freight-related issues.</b></p>
Quality Review & Control Framework	<p>Lynol evaluates defect performance through:</p> <ul style="list-style-type: none"><li>● Approved warranty claim review</li><li>● Root-cause analysis for confirmed defects</li><li>● Ongoing quality and process control</li><li>● Continuous feedback from U.S. market applications</li></ul> <p>Only <b>approved manufacturing-related warranty claims are included in defect performance assessment.</b></p>
Lynol's Aftermarket Quality Level	<p>Based on long-term North American market experience:</p> <ul style="list-style-type: none"><li>● Confirmed defects represent <b>only a small portion</b> of total returns</li><li>● Defect performance remains <b>stable and within a low range</b></li><li>● Quality level aligns with that of a <b>mature, established aftermarket supplier</b></li></ul> <p>Lynol products meet the expectations of professional <b>wholesale, repair, and fleet</b> channels when properly applied and installed.</p>
Long-Term Quality Philosophy	<p>Rather than focusing on a single defect percentage, Lynol emphasizes:</p> <ul style="list-style-type: none"><li>● Clear defect definition</li><li>● Responsible warranty evaluation</li><li>● Application and installation support</li><li>● Long-term reliability in real-world use</li></ul> <p>This approach reflects how quality is practically measured and sustained in the aftermarket.</p>

## Market References & Customer Validation

Lynol products are distributed within the North American aftermarket to a range of customer segments, including wholesalers, professional repair facilities, fleet-focused accounts, and select chain and dealership-type customers.

Product quality and performance are evaluated by customers based on their own experience in real-world operating conditions, including installation, usage, and service longevity. Individual results may vary depending on application, operating environment, and maintenance practices.

For additional information regarding product application or market experience, customers may contact their designated Lynol sales representative. Any reference information, if made available, is provided solely for general informational purposes, subject to appropriate arrangements and mutual consent, and does not constitute a warranty, performance guarantee, or representation of future results.