

23/APR/20

Dear Valued Customer:

Petersen Products is committed to providing our customers with high quality product and service solutions with the effectiveness of quality management system. Our ambition is to provide superior craftsmanship with unmatched responsiveness to assure the highest level of customer satisfaction. We supply and manufacture all components and products in accordance with our ISO 9001:2015 quality manual. We design and pressure test all inflatable plugs, line stops, and flow stops in accordance with customer specifications and applicable codes and standards. We stand by our manufactured products and when used properly with all necessary accessories will provide a safe and successful project. We provide detailed training videos, instruction manuals, and technical support resources to assist our customers in using our equipment safely and correctly. We know that we can only be successful if our customers are successful.

We caution the end-user that every effort has been made to comply with your specific job requirements and engineer the product accordingly. The end-user is responsible for understanding their specific application and how it relates to our products. We offer many custom options and engineering solutions to job specific requirements. The user should note that issues beyond our control are not covered in our standard warranty. Our standard warranty can be found on our website.

We look forward to working with you on a successful project!

Sincerely,

Thomas R. Muldoon

Tom Muldoon

President

Petersen Products

Tom@PetersenProducts.com