

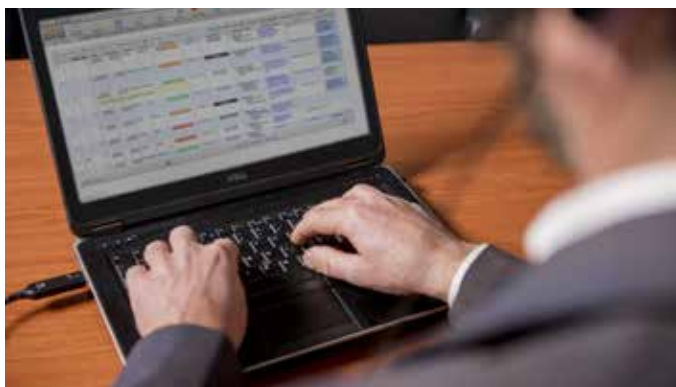
SERVICE LEVEL AGREEMENTS FOR PENTAIR CO₂ SYSTEMS

Industrial gas plants depend on reliable operation, product quality, and maximum availability.

Pentair Service Level Agreements provide proactive support, technical expertise, and digital services to help maintain system performance, minimize downtime, and protect long-term asset value.

Data-Driven Plant Performance

Pentair Q, our cloud-based monitoring and analytics platform, delivers 24/7 access to plant performance data, operational dashboards, and actionable insights. Combined with Pentair's global service expertise, it provides the foundation for remote support, informed decision-making, and continuous plant optimization.



With Pentair Q as the foundation, our service portfolio helps customers:

- Prevent potential issues before they impact operations
- Respond rapidly when support is needed
- Recover from unplanned downtime and disruptions
- Protect long-term plant reliability and business continuity

Prevent

- ✓ Inspection & Preventive Maintenance
Reduced risk of failures and improved long-term reliability.
- ✓ Pentair Q Data Services
Better visibility and faster decision-making.
- ✓ CO₂ Leak Detection
Reduced losses and improved operational efficiency.

Respond

- ✓ Standard Hotline & Corrective Maintenance
Fast response and minimized downtime.
- ✓ 24/7 Services
Rapid support whenever issues arise.

Recover & Protect

- ✓ On-Site Spares & Consignment Stock
Shorter repair times and increased plant availability
- ✓ Escrow Services



SERVICE LEVEL AGREEMENTS

FOR PENTAIR CO₂ SYSTEMS

How Pentair Supports Your Plant Lifecycle

	Inspection & Preventive Maintenance	Maintain system reliability, product quality, and plant availability throughout the asset lifecycle.	Pentair conducts a minimum of two annual site visits: – one dedicated inspection visit focused on asset condition and performance assessment – one dedicated preventive maintenance visit focused on planned maintenance activities Comprehensive plant health checks include spare parts reviews, setpoint verification, operational assessments, and service reports.
	Standard Hotline & Corrective Maintenance	Rely on expert support and corrective actions when issues arise.	Direct access to Pentair's technical service team for operational guidance and issue resolution (Mon-Fri, 08:00-16:00 CET). When intervention is required, Pentair provides corrective maintenance support, including root-cause analysis, recovery planning, and on-site service.
	24/7 Services	Ensure operational continuity with around-the-clock access to support.	Dedicated support resources provide 24/7 access to Pentair expertise, ensuring rapid response, escalation management, and operational guidance during critical situations.
	Pentair Q Data Services	Maximize uptime through operational insights and earlier issue detection.	Real-time dashboards, historical trending, and/or remote monitoring capabilities provide visibility into plant performance, helping operators identify deviations, optimize operation, and make more informed decisions.
	CO₂ Leak Detection	Reduce product losses and improve operational efficiency.	Pentair conducts dedicated leak detection surveys using specialized equipment to identify, document, and prioritize leaks while providing recommendations for corrective action.
	On-Site Spares & Consignment Stock	Reduce maintenance delays and accelerate recovery from unplanned events.	Critical spare parts are strategically stocked and managed to ensure rapid availability within agreed response times and support faster issue resolution.
	Source Code Access (Escrow Service)	Protect business continuity and long-term operational security.	The Escrow Service safeguards critical software, source code access arrangements, and intellectual property, helping ensure continued operation and long-term asset protection.



Snaremovej 27 | 7000 Fredericia | Denmark | carboncapture.pentair.com



All indicated Pentair trademarks and logos are property of Pentair. Third party registered and unregistered trademarks and logos are the property of their respective owners. Because we are continuously improving our products and services, Pentair reserves the right to change specifications without prior notice. Pentair is an equal opportunity employer.

©2026 Pentair. All Rights Reserved.

ue-ss-ig-sla-12138-en (2641)