



Ref. No.: Package 1: Supply of hot parts and consumables for Major Overhaul on Gas Turbine GT25 - Phu My 2.1 Ext. Thermal Power Plant.

Date: August 04, 2026

To:

EVNGENCO3, PHU MY THERMAL POWER COMPANY.

Phu My 1 Industrial Zone Phu My Ward, Ho Chi Minh City, Vietnam

Attn: Director, 02 Deputy Directors; Bid Evaluation Team.

Subject: Clarification on UNEW's Independent Capacity for Warranty, Maintenance, Repair, Spare Parts Supply and After-Sales Services

Dear Sir/Madam,

In response to your clarification request, UNEW, Inc. hereby confirms and commits that UNEW has the independent capacity to perform and fulfill the obligations of warranty, maintenance, repair/refurbishment, spare parts supply, and after-sales services as required under the Bidding Documents.

UNEW shall remain fully responsible as the contracting party for the quality, warranty, technical support, repair, replacement, delivery, and after-sales service obligations related to the supplied goods and services. UNEW does not rely on any third party for the discharge of these obligations to the Purchaser.

1. Independent Capacity

UNEW performs the required scope through its own facilities, personnel, and quality systems. UNEW operates an engineering and program management center at San Jose, California, and a manufacturing and refurbishment facility at Stuart, Florida, both owned and operated by UNEW. Manufacturing, incoming and in-process inspection, non-destructive testing, coating evaluation, dimensional verification, and final acceptance are executed in-house.

UNEW maintains ISO 9001 quality management certification, ISO/IEC 17025 laboratory accreditation issued through ANAB, and Nadcap/PRI special process accreditation. All inspection, testing, and special process activities supporting the warranty, repair, and refurbishment obligations described below are performed within the scope of these accreditations.

UNEW's engineering, manufacturing, and field service capability covers the Siemens SGT5-2000E / V94.2/Si3D platform in full, including hot gas path components, combustion system components, compressor blading, seals, and associated hardware, together with the engineering, refurbishment, and life-assessment activities required to support them. UNEW presently executes long-term service agreements and parts supply contracts on this platform in multiple jurisdictions as the sole responsible party for warranty administration, technical field assistance, spare parts delivery, and post-delivery technical support.

2. Warranty for Spare Parts Supply

For capital parts, major spare parts, operational parts, and consumable parts supplied by UNEW, the warranty shall be twelve (12) months from the date of initial commercial operation or first fire following installation, and in any case not less than eighteen (18) months from the date of shipment.

The parts warranty covers defects in material, workmanship, manufacturing quality, dimensional conformity, and failure attributable to parts supplied by UNEW.



3. Warranty for Maintenance Services

For maintenance, inspection, outage support, installation supervision, commissioning support, and related field services performed by UNEW, the warranty period shall be twelve (12) months from completion of the relevant service and return of the unit to service.

The service warranty covers workmanship, maintenance execution, installation quality, inspection accuracy, and technical services performed by UNEW personnel.

4. Warranty for Repair and Refurbishment Services

For repaired or refurbished components, including hot gas path parts, combustion parts, compressor parts, seals, hardware, and other reusable capital parts, the warranty shall be twelve (12) months from installation and return to service, and in any case not less than eighteen (18) months from the date of shipment.

The repair and refurbishment warranty covers repair workmanship, coating application, welding, brazing and material restoration, dimensional restoration, inspection quality, and conformity of the refurbishment process to the applicable technical requirements.

5. After-Sales Service and Emergency Response

UNEW shall provide after-sales service and technical support throughout the contract and warranty period, including troubleshooting, technical consultation, warranty evaluation, spare parts coordination, repair coordination, site support, and documentation support.

UNEW shall provide 24-hour, 7-day after-sales support for urgent technical matters. In the event of an emergency, forced outage, or critical equipment condition, UNEW shall respond immediately upon notification and shall provide remote technical support without delay.

UNEW maintains qualified gas turbine field service engineers based within South-East Asia. These personnel hold visa-free travel entitlement throughout the South-East Asian region and are therefore not subject to the visa processing or entry clearance delays that constrain response times for service providers mobilizing from outside the region. On this basis, UNEW shall mobilize qualified field service personnel from within South-East Asia to site within ten (10) hours of notification of an emergency or forced outage condition. Where the condition requires the attendance of a specialist engineer from UNEW's facilities in the United States or from Europe, UNEW shall mobilize such specialist to site within thirty-six (36) hours of notification.

This regional response capability substantially exceeds the mobilization intervals customary in the industry and is offered specifically to minimize forced outage duration and to protect the Plant's availability and dispatch position.

6. Warranty Remedy

Where a defect or non-conformity covered by warranty is identified, UNEW shall carry out technical review and, upon confirmation of the claim, shall provide the appropriate corrective action, including repair, replacement, re-performance of the service, technical support, or other remedy agreed with the Purchaser.

7. Flexibility and Alignment with Plant Operating Requirements

The provisions set out above represent UNEW's universal standard warranty and after-sales service policy, applied consistently across UNEW's global customer base.

UNEW recognizes that a standard policy, however comprehensive, is not by itself the optimum arrangement for any individual plant. Warranty structure, service intervals, response commitments, parts stocking strategy, and repair scope each interact with a plant's specific operating profile — dispatch pattern, duty cycle, start frequency, fuel condition, ambient environment, outage planning window, and the condition and history of the installed fleet.



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UNEW is therefore fully open to working with the Plant to adapt, extend, or restructure these provisions into the arrangement that delivers the greatest operational and economic benefit to the Plant. This may include warranty terms indexed to Equivalent Operating Hours or Equivalent Starts rather than calendar duration, warranty scope aligned to the Plant's inspection interval strategy, consignment or on-site stocking of critical parts to eliminate lead-time exposure, extended coverage on selected component families, or integration of the warranty framework into a long-term service arrangement.

UNEW's objective is not the application of a standard document but the sustained availability, reliability, heat rate performance, and lifecycle cost position of the Plant. UNEW invites the Procuring Entity to engage on these matters and will structure the final commercial and technical terms accordingly.

8. Confirmation

UNEW confirms that the capacity, resources, accreditations, and commitments set out above demonstrate UNEW's independent capability and responsibility to fulfill the warranty, maintenance, repair, spare parts supply, and after-sales service requirements of the Bidding Documents in full.

Should the Procuring Entity require any further information or supporting documentation, UNEW will provide it promptly upon request.

Sincerely,

A handwritten signature in black ink, which appears to read "Long Le", is written over a circular corporate seal. The seal is embossed and contains the text "UNEW, INC." around the top edge, "CORPORATE SEAL" in the center, and "1999" and "CALIFORNIA" at the bottom.

Long Le
President
UNEW, Inc.