

- Translation -

Customer Relations and Product Quality Policy

Company recognizes customer satisfaction is of primary importance to its success. Mindful of its responsibility to the consumers it serves directly and the customers who resell its products, the Company strives to understand their requirements and concerns and to merit their business by responding effectively to their needs.

Specifically, the Company's policy is to:

- provide high-quality products that meet or exceed equipment specifications and consumer needs under all reasonable circumstances.
- furnish services that reliably meet responsible standards of performance, efficiency, and courtesy.
- furnish accurate and sufficient information about its products and services, including details of guarantees and warranties, so that customers can make informed purchasing decisions.
- require truth in advertising and other communications.

In addition, where the Company's products reach the ultimate consumer through independent parties, such as service station dealers and distributors, the Company's policy is to actively encourage such parties to achieve standards comparable to those which have been established for the Company's own performance.
