

August 26, 2025

Subject: Sole Source Factory Authorized Service

Dear Howden/Turblex Equipment Owners,

Howden USA has been in business since 1854. Howden manufactures parts, performs repairs, and provides field services for Single and Multi-Stage Blowers, Gas Boosters, Steam Turbines, and Compressors. Services are available for new and legacy OEM equipment brands including:

- Steam turbines – **Howden, Siemens**
- Blowers, gas boosters, and compressors – **HV-Turbo, Cord-Turbo, Turblex, Siemens Energy, Inc., Kuhnle, Kopp & Kausch, Spencer**
- Fans – **Schiele, Exvel**

Howden is the exclusive factory-authorized provider of OEM parts and services for these units in North America. This means:

- **Guaranteed OEM quality:** All components are manufactured to original specifications, ensuring optimal performance and longevity.
- **Direct access to engineering support:** Our in-house experts are trained specifically in Howden equipment and are not available to third-party providers.
- **Risk mitigation:** Non-authorized vendors do not have access to technical data or validated parts, which can lead to equipment failure and costly downtime.
- **Streamlined service:** From quoting to delivery and field support, our integrated team ensures fast, reliable, and accountable service.

Our commitment to exemplary operating installations is demonstrated by the Company's investment in the Customer Service/Parts Department. This highly trained group of professionals includes in-house technical and parts departments, as well as mechanical and instrumentation field services personnel. A staff of mechanical, electrical and instrumentation engineers from our engineering centers support the Howden field service group.

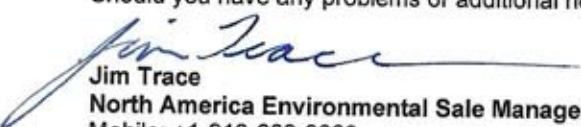
Howden USA Company nor our agent will provide any technical information or support to any non-authorized entity related to subject equipment.

For technical support for your equipment, contact us at +1 417 864 5599.

Purchase orders should be addressed to:

Howden USA Company
2475 George Urban Blvd.
Depew, NY 14043
orderdesk.usa@chartindustries.com

Should you have any problems or additional needs, please do not hesitate to contact us at www.howden.cloud/quote.



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