

## Our Spark Plug Return program: a sustainable approach to a major challenge

### Transactional Business

You already know that INNIO\*'s Jenbacher\* spark plugs are designed for optimized lifetime in our gas engines.

They are composed of high-resistant metals, but those important raw materials are becoming increasingly short and thus have gone up in price—by more than 150%!—since early December 2020.

Although INNIO is absorbing a major portion of these increased costs, an update to the price list is unavoidable.



### That's where you come in.

To compensate for some of that price increase, and to provide a greener solution, we are offering our Spark Plug Return program for the Transactional Business.

## All you have to do

### Spark plug recycling

You can help us recycle valuable raw materials from your used spark plugs. It's as easy as 1-2-3-4:



1 Place all used spark plugs into the INNIO **package** and secure the INNIO **return label** in a visible location (you received both<sup>1)</sup> with your spark plug delivery).

2 If you need assistance with pick-up, please contact **returnsparkplugs@innio.com**, and indicate your name, shipping from address, RMA number, part numbers and spark plug quantity and we will help you with the return.

The freight is **free of charge** for you.

3 As soon as we receive your return, your spark plugs will be inspected in our warehouse.

4 After a **positive inspection**<sup>2)</sup> of your spark plugs, we will initiate a **credit note**<sup>3)</sup> for your future Transactional purchases.

Please reach out to your contact at INNIO's Fulfillment Team in Hungary if you have any questions about this process.

## The benefits are real

- **Greener solution.** We will make sure your used spark plugs are fed into an ecologically valuable recycling cycle.
- **Increased availability.** Recycling some of the spark plug materials that you send back to us provides more raw materials for your future spark plugs.
- **Greater raw material price stability.** Our recycling process can help offset the increased price of spark plugs associated with the high cost of raw materials.
- **Credit note**<sup>3)</sup>. After you return your used spark plugs to us (uses the process outlined), we send you a **credit**<sup>4)</sup> toward future purchases.

INNIO\* is a leading solutions provider of gas engines, power equipment, a digital platform and related services for power generation and gas compression at or near the point of use. With our Jenbacher\* and Waukesha\* product brands, INNIO pushes beyond the possible and looks boldly toward tomorrow. Our diverse portfolio of reliable, economical and sustainable industrial gas engines generates 200 kW to 10 MW of power for numerous industries globally. We can provide lifecycle support to more than 53,000 delivered gas engines worldwide. And, backed by our service network in more than 100 countries, INNIO connects with you locally for rapid response to your service needs. Headquartered in Jenbach, Austria, the business also has primary operations in Welland, Ontario, Canada, and Waukesha, Wisconsin, US.

**For more information about our spark plugs, visit the INNIO website at [www.innio.com/en/sparkplugs](http://www.innio.com/en/sparkplugs)**

- 1) Starting in March 2021, you will receive return materials when your spark plugs are delivered. In the meantime, please reach out to your Fulfillment contact in Hungary for return materials.
- 2) Positive inspection criteria: spark plug is an OEM-product, complete with all electrodes in place, not mechanically machined and supports of electrodes not excessively bended or cracked
- 3) A credit note of 20€ for spark plug type P3V3NI, P3V3i, P7NI, P3V5NI/ 10€ for spark plug type P6II; only for returned spark plugs delivered outside of service agreements or long-term spare parts supply agreements
- 4) Your credit will be displayed/deducted on your next Transactional order confirmation.

**ENERGY SOLUTIONS.  
EVERYWHERE, EVERY TIME.**