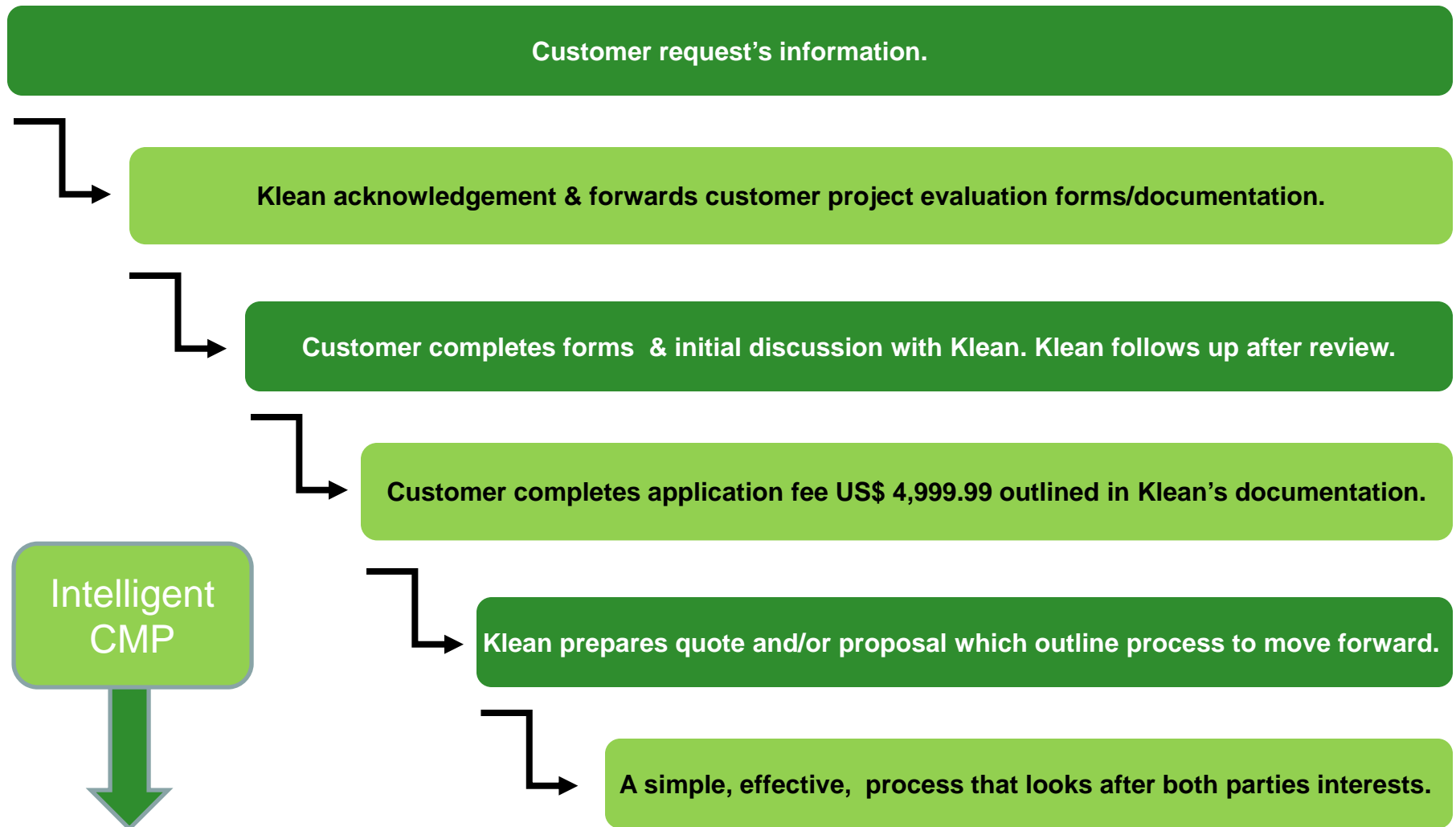


Klean Industries – customer management process



Elements of customer quote process

Introduction:

- **Statement of Client's Business Objectives**
- **Re-statement of Client's Specific Needs**
- **Hi Level Cost Summary**

Equipment Specification Detail:

- **Hi Level Flow Diagram**
- **Detail on Input / Output**
- **Sample Excel Spread sheet – Revenue & Expenses**

Listing of Carbonization/Liquefaction/Pyrolysis/Gasification Technology Solution Components:

- **Shredding (no shred) / Input Processing**
- **Technology Processing**
- **Output Management**
- **What is not included**

Other Elements:

- **Shipping**
- **Delivery Times**
- **Installation & Commissioning**

Go Forward / Next Step Recommendation
(see next power point slide)

Elements of customer proposal process

Now that Klean Industries has provided you with a high level quote on proven technologies, your next steps will probably include the necessary due diligence and research to validate that the technologies work and meets your business needs.

Your Due Diligence may include some of the following:

- ✓ Discussion on feedstock quality & input processes
- ✓ Understanding the liquefaction, gasification, pyrolysis & drying processes
- ✓ Performance & safety
- ✓ Regulatory & permitting
- ✓ Output quality & market for sales
- ✓ Validation of detail financial assumptions
- ✓ A site visit to an operating plant
- ✓ Site plan discussions

Klean Industries has the necessary resources and expertise to assist you with your research.

We offer “Pre-Purchase” consulting services that will fast track your project, getting you to a position of making a go forward decision in a significantly reduced amount of time. Although you are not obligated to choose the Klean Solution, all funds paid for this consulting are credited to the Klean Solution if it is chosen. Not only do these services address your Due Diligence requirements, but they are capped at US\$ 250,000 to allow you to manage your research budget.

The kick off session is usually set up near your site location with 3 or 4 of Klean’s Senior Management Team and includes a 4 day structured curriculum to get you up to speed on technologies quickly.

“If you want to buy from us - this is what you have to do – no exceptions!”

Elements of customer proposal process – next steps

Please note that the price quote for your system is based on the following payment terms:

- a) “Pre Purchase” services – US\$ 250,000 or 1% of the “Klean” portion capital cost (estimated on case by case)
- b) 50% at time of purchase
- c) 25% at time of shipment
- d) 15% at time of arrival
- e) 10% at time after commissioning

Our experience has proven that it is a much more effective and economical for you to proceed using our services. We have found our clients benefit in terms of research ramp up time and completing the necessary Due Diligence more thoroughly.

Not only is the time reduced significantly, but access to our engineering expertise and data base of information provides a valuable asset to you.

If the customer decides not to move forward . . .

No problem, quote still stands but Klean is not in a position to provide any additional information or site visits. We just have too many customers who are willing to follow a successful process to make that purchase decision.

- ✓ Funds paid are credited towards final solution – not losing anything.
- ✓ Ability to Fast Track with a proven process.
- ✓ Build on a solid business relationship.

“The Klean Team has the technology, experience & knowledge you need!”