

BOILTE PARTNER POLICY

PREAMBLE

At Boilte, we build long-term and mutually beneficial relationships with our partners. We view partnership not as a sales channel, but as a strategic alliance in which both sides strengthen each other. Our goal is to create an ecosystem where every participant receives real value: access to quality products, engineering support, marketing tools, and fair terms of cooperation. This Partner Policy establishes clear rules of engagement for everyone who represents Boilte products in the market. Transparency and predictability are the foundation of our collaboration.

SECTION 1. TYPES OF PARTNERSHIP

Boilte offers several partnership formats, allowing flexible choices regarding the level of involvement and responsibility.

1.1. Dealers

Definition: Organizations that purchase Boilte equipment for further resale to end customers on their own behalf and at their own expense.

Key Characteristics:

- Independent commercial activity
- Setting their own margins
- Independent work with end customers
- Independent organization of logistics and customs clearance

Mandatory Requirements:

- Own warehouse space for equipment storage
- Certified specialists for installation and service maintenance
- Minimum 2 years of experience in the industrial equipment market
- Compliance with minimum purchase volumes (negotiated individually)
- Performance of service maintenance for sold equipment

Benefits:

- Individual pricing terms
- Territorial protection from other Boilte dealers
- Priority support when processing requests
- Participation in joint marketing campaigns
- Access to the closed knowledge base and technical documentation

Registration Procedure:

1. Submit an application on the Boilte official website
2. Provide documents confirming qualifications
3. Agree on commercial terms
4. Sign the dealer agreement
5. Receive official dealer status with a certificate

1.2. Design Partners

Definition: Design institutes, engineering companies, and design bureaus that include Boilte equipment in their projects.

Key Characteristics:

- Recommendation of Boilte equipment in project documentation
- Joint work on technical solutions
- Consulting support during the design phase

Mandatory Requirements:

- Engineering and technical staff with experience in boiler plant design
- License for design work (if required)
- Positive market reputation

Benefits:

- Free access to the Boilte technical library (drawings, specifications, calculations)
- Priority technical support for inquiries

- Certificates and confirmations for inclusion in project documentation
- Joint technical seminars and training

Registration Procedure:

1. Submit an application on the Boilte official website
2. Provide a project portfolio
3. Agree on cooperation terms
4. Sign the partnership agreement

1.3. Service Partners

Definition: Organizations specializing in installation, commissioning, and service maintenance of boiler equipment.

Key Characteristics:

- Performance of warranty and post-warranty service
- Installation and commissioning of Boilte equipment
- Diagnostics and repair

Mandatory Requirements:

- Certified specialists (minimum 2 persons)
- Necessary tools and equipment for diagnostics
- Compliance with Boilte regulations and standards
- Timely reporting of identified problems

Benefits:

- Free training and certification of personnel
- Priority supply of original spare parts
- 24/7 technical support
- Participation in the development of retrofit solutions

Registration Procedure:

1. Submit an application on the Boilte official website
2. Certification of specialists
3. Agree on cooperation terms
4. Sign the service partner agreement

1.4. Strategic Partners (Exclusive Distributors)

Definition: Large organizations that receive exclusive rights to distribute Boilte products in a defined territory (country, region).

Key Characteristics:

- Sole representative of Boilte in the assigned territory
- Building a dealer network in their territory
- Full responsibility for brand development in their territory

Mandatory Requirements:

- Exclusive agreements are negotiated individually

Benefits:

- Exclusive pricing terms
- Territorial protection from direct Boilte sales
- Joint marketing budget planning
- Participation in strategic projects

Registration Procedure:

1. Preliminary negotiations and potential analysis
2. Business plan for territory development
3. Signing of exclusive distribution agreement
4. Regular reporting and joint market analysis

SECTION 2. TERMS OF COOPERATION

2.1. Pricing Policy

Boilte offers partners a transparent pricing system that includes:

Parameter	Description
Base Manufacturer Price	Fixed product price for all partner categories
Dealer Discount	Individual discount depending on purchase volume and partner status
Bonus System	Additional rewards for achieving targets
Seasonal Promotions	Special conditions for certain models and periods

Pricing Principles:

- Prices are fixed at the time of contract signing and remain valid for the agreed period
- Price changes are made no more than once a year with prior notice of at least 60 days
- Individual discounts are reviewed annually based on performance

2.2. Territorial Protection

For dealers and exclusive distributors, Boilte provides protection of the assigned territory:

- Territory is specified in the dealer agreement
- Clients from the assigned territory are directed only to the authorized dealer
- Direct Boilte sales in the assigned territory are not conducted (except as specified in the agreement)

2.3. Minimum Purchase Volume

Dealers are subject to minimum quarterly and annual purchase volumes. The targets depend on:

- Type of equipment (power, complexity)
- Partner status
- Assigned territory

Failure to meet the minimum purchase volume may result in:

- Revision of pricing terms
- Downgrading of partner status
- Revision of territorial protection

2.4. Exclusivity

Certain categories of partners (exclusive distributors, high-status dealers) may receive exclusive terms:

- Exclusive right to supply specific models
- Priority supply of spare parts
- Participation in new product development

SECTION 3. PARTNER SUPPORT

Boilte provides partners with comprehensive support at all stages of cooperation.

3.1. Technical Support

Support Channel	Description	Availability
Engineering Hotline	24/7 consultation on technical issues	24/7
Technical Documentation	Access to the full database of drawings, instructions, and calculations	Online access 24/7
Online Seminars (Webinars)	Monthly training webinars on equipment, installation, and service	By schedule
On-Site Support	Boilte engineer visit to the partner's site (upon request)	By agreement

3.2. Marketing Support

Boilte provides partners with the following marketing tools and resources:

- Presentation Materials: Catalogs, brochures, presentations, videos
- Advertising Materials: Branded merchandise, exhibition stands, promotional products
- Digital Tools: Access to the closed partner section of the website, advertising creatives

- Joint Events: Organization of seminars, round tables, exhibition participation
- Commercial Proposal Preparation: Assistance in preparing CPs for end customers

3.3. Training and Certification

Boilte invests in developing partner competencies:

Training Program	Target Audience	Format
Basic Product Course	Sales Managers	Online / On-site at the plant
Advanced Technical Course	Engineers, Service Specialists	On-site at the plant
Installation and Commissioning	Service Partners	On-site at the facility
Service Maintenance and Repair	Service Partners	On-site at the plant
Sales and Negotiations	Sales Managers, Executives	Online / On-site

Partner Certification:

- Upon completion of training, a certificate of established form is issued
- Certification confirms the specialist's qualifications
- Certificates are renewed upon expiration or when new products are released

SECTION 4. RESPONSIBILITIES OF THE PARTIES

4.1. Boilte's Obligations

Boilte undertakes to:

No.	Obligation	Description
1	Supply of Quality Equipment	Equipment complies with technical specifications and quality standards
2	Timely Shipment	Compliance with agreed delivery deadlines
3	Technical Support	24/7 consulting support
4	Marketing Support	Provision of up-to-date marketing materials
5	Partner Training	Organization of training and certification
6	Fair Pricing Policy	Notification of price changes at least 60 days in advance
7	Information on New Products	Provision of information on new products and modifications
8	Claim Processing	Acceptance and review of claims within established timeframes

4.2. Partner's Obligations

The partner undertakes to:

No.	Obligation	Description
1	Compliance with Contract Terms	Fulfillment of all terms of the partner agreement
2	Achievement of Targets	Meeting minimum purchase volumes
3	Quality Customer Service	Professional consulting and service
4	Compliance with Brand Standards	Use of Boilte corporate identity in advertising materials
5	Confidentiality	Non-disclosure of commercial and technical information
6	Provision of Reports	Timely submission of sales and market reports
7	Feedback	Reporting on market conditions, competitors, customer issues
8	Personnel Training	Maintaining staff qualifications at the required level

4.3. Confidentiality

The partner undertakes to maintain confidentiality regarding:

- Commercial information (prices, terms, customer base)
- Technical information (drawings, specifications, know-how)
- Strategic information (development plans, marketing strategies)

Confidentiality obligations remain in effect during the term of the agreement and for 5 years after its termination.

4.4. Termination of Partnership

Grounds for termination of the agreement:

- Mutual agreement of the parties
- Expiration of the agreement term
- Material breach of the agreement terms by either party
- Gross violation of the partner policy terms
- Decision by one of the parties (with prior notice)

SECTION 5. INTERACTION PROCEDURE

5.1. Client Inquiry Workflow

Stage	Responsible Party	Description
1. Receiving the Inquiry	Partner	Receiving the client's request, initial consultation
2. CP Preparation	Partner / Boilte	Preparation of a commercial proposal, with Boilte engineers if necessary
3. Agreement	Partner / Boilte	Agreement on technical parameters, price, deadlines
4. Contract	Partner	Signing of the contract with the end customer
5. Order Placement	Partner	Placing an order with Boilte under the contract terms
6. Production	Boilte	Manufacturing of equipment within established deadlines
7. Shipment	Boilte / Partner	Shipment of equipment to the partner or directly to the customer
8. Installation and Start-Up	Partner / Service Partner	Performance of installation and commissioning works
9. Service Maintenance	Partner / Service Partner	Scheduled and warranty maintenance

5.2. Partner Statuses

Status	Criteria	Benefits
Standard	Fulfillment of basic contract terms	Base discount, access to training materials
Gold	Exceeding sales targets by 20%, positive customer feedback	Increased discount, priority support, free training for 2 employees
Platinum	Exceeding sales targets by 50%, flawless reputation, strategic partnership	Maximum discount, personal manager, free training, participation in new product development

SECTION 6. FINAL PROVISIONS

6.1. Contract Precedence

This Partner Policy is the basis for partner relations and shall prevail over oral agreements.

6.2. Amendments

Boilte has the right to amend this Partner Policy with prior notice to partners no less than 30 days before the amendments take effect.

6.3. Current Version

The current version of the Partner Policy is always available on the official website www.boilte.com/partners.

6.4. Partner Contacts

Contact	Information
Partner Network Development Department	partners@boilte.com
Technical Support (for partners)	info@boilte.com
Training Department	training@boilte.com

Approved by:
CEO of Boilte