



FREQUENTLY ASKED QUESTIONS

What do I need to do with this notification?

If your company purchases any of the part numbers listed on the PCN please review the recommended action based on your company's requirements regarding Product Change Notifications.

Can Xandex provide a sample free of charge?

YES: Xandex will provide 2 no-charge empty ink cartridge bodies with new labels as samples for verifying appearance and adhesion. Please provide a zero value purchase order for processing. NOTE: Samples are empty cartridge bodies only (no ink), not functional cartridges.

Does this change include any revisions to the cartridge body, the cartridge needle, cartridge filament or any other part of the cartridge that would affect cartridge operation?

NO. This change replaces the external label applied to the cartridge only.

Will this change have any effect on cartridge pricing?

NO. There is no change in cartridge pricing.

Will this change have any effect on cartridge availability or on time order delivery?

NO. This change will not affect availability or on time order shipment.

Will the information on the new labels be the same as the information on the old labels?

YES. The information on the new labels will be identical to the information on the old labels.

Will the printing on the new labels be as legible as the printing on the old labels?

YES. The legibility of the printing on the new labels will be equal to or greater than the printing on the old labels. See attached reference table.

Will this change effect cartridge warranty or expiration dates?

NO. This change will not have any effect on currently stated cartridge warranty or expiration dates.

Will the part number of the cartridges I order change?

NO. There are no part number changes associated with this change.