



April 5, 2019

Dear Valued Customer,

Xandex notifies customers of changes that may affect the form, fit, function, quality or reliability of a product at least 90 days before its implementation.

Please find the attached Product Change Notification (PCN) regarding an upcoming change to the Xandex 8103, 8104, 7824 & 7824T Black inks. Specific details of the change are contained in the notification.

Xandex complies with the widely-recognized JEDEC Standard "JESD46" which stipulates: "Lack of acknowledgement of the PCN within 30 days constitutes acceptance of the change".

Additional PCN information and updates can be found at our website link:

[https://www.xandexsemi.com/products/product\\_change\\_notifications.html](https://www.xandexsemi.com/products/product_change_notifications.html)

Please acknowledge receipt of this notice and submit any requests for samples or additional information by May 5, 2019.

We ask that you please forward this notification to all affected users of this product within your organization.

Please refer to the FAQ on the 2<sup>nd</sup> page of this letter for answers to some of the questions you may have. If you have additional questions or support requirements, please contact your Xandex Customer Service Representative at their direct email address or at [insidesales@xandex.com](mailto:insidesales@xandex.com). You may also call us at 707.763.7799.

Xandex Sales Team



## 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 ink cartridge samples for qualification testing. Please provide a zero value purchase order for processing.

*How will the sample order be shipped?*

Xandex will provide prepaid freight, customs duties and taxes via FedEx service on all sample shipments.

*Will the product price change?*

No change to product pricing.

*Will the Xandex part number change?*

No change to the Xandex part number.