



September 9, 2019

Dear Valued Customer,

You are receiving this notice if you have purchased 8104 black ink cartridges from Xandex within the last 2 years.

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.

On April 5, 2019, Product Change Notification 100027 was emailed to your company regarding an upcoming change to the dye that is contained in the 8104, 8103, 7824 and 7824T black inks. We want to inform you that the 8104 black ink has been removed from PCN 100027. We have created a separate PCN for the 8104 Black ink (PCN 100031). Both PCN's are attached for your reference.

The 8104 black ink was moved from PCN 100027 to a separate PCN in order to delay the First Shipment of Changed Product Date for this ink type only to September 1, 2020. We have found the 8104 ink containing the new dye to be very close to the top of our specification of 20ppm for sodium and chloride. The delayed shipment date will provide us with time to investigate reduction of sodium and chloride levels. Xandex has adequate inventory of the original dye to continue to ship 8104 ink cartridges to you through August 31, 2020.

We apologize for any inconvenience caused by this change. New samples will be available for qualification testing on March 1, 2020.

Please share this notice with affected users with in your organization.

If you have any questions or support requirements, please contact your Xandex Customer Service Representative at their direct email address or at insidesales@xandex.com.

Xandex Sales Team