



January 25, 2013

Dear 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) for the change of manufacturing location of the 6990 black ink contained in our ink cartridges. Details of the change are contained in the notification.

Xandex complies with the widely-recognized JEDEC Standard "JESD46C" which stipulates: "Lack of acknowledgement of the PCN within 30 days constitutes acceptance of the change".

Please acknowledge receipt of this notification and submit any requests for samples or additional information within 30 days of this notification.

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

Please refer to the attached FAQ for detailed information. 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. 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 (also detailed below), 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 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.

Below is the complete list of Xandex ink cartridge part numbers/descriptions corresponding to PCN 100002-A:

302-1121	6990BLK 05ML DM1 FILAMENT
302-2121	6990BLK 05ML DM1 TUNGSTEN
302-2221	6990BLK 08ML DM1
302-2321	6990BLK 10ML DM1
302-3321	6990BLK 10ML DM1.25
302-4321	6990BLK 10ML DMS
302-2421	6990BLK 15ML DM1
302-3421	6990BLK 15ML DM1.25
302-4421	6990BLK 15ML DMS
302-2621	6990BLK 25ML DM1
302-3621	6990BLK 25ML DM1.25
302-2821	6990BLK 30ML DM1
303-1521	6990BLK A5 DM2
304-1521	6990BLK A5 DM2.3
303-1621	6990BLK A6 DM2
304-1621	6990BLK A6 DM2.3
303-1821	6990BLK A8 DM2
304-1821	6990BLK A8 DM2.3
302-2628	CSP6990BLK 25ML DM1 W/18ML