



June 01, 2018

Dear Xandex DieMark Customer,

You are receiving this letter if you have purchased Xandex DieMark Ink Cartridges containing Markem 699X series inks (all Markem inks sold by Xandex) within the last 2 years.

The purpose of this letter is to notify you that Markem-Imaje has informed Xandex that Markem's 699X series inks contain Bisphenol A (BPA) due to the presence of BPA in the phenolic resin used in all current 699X ink formulations.

Markem is discontinuing the current formulations of all 699X inks and re-formulating the 699X series inks with a replacement, non-BPA phenolic resin from a different supplier.

Qualification testing of the new 699X formulations is currently underway at Xandex and results to date indicate that the new formulations will not impact your current inking operations. However, your rework operations may be affected due to a change in "soft cure" time and temperature. Revised curing guidelines will be released following completion of ink qualification testing.

Please refer to the attached Product/Process Change Notification (PCN) 100025-A for a current timeline of milestones for this change.

We are currently able to offer samples consisting of one or two ink cartridges of each Markem 699X ink you currently purchase, within our standard lead times from the date of your request. We will also supply samples of any of our alternate ink types/colors for you to try as a replacement for your current 699X inks.

Please submit any requests for samples or requests for further information to your Xandex Customer Representative at insidesales@xandex.com. Please do so within 30 days of the date of this notice.

We request that you forward this notice to all affected users of this product within your company. Thank you in advance for your cooperation!

Kind Regards,

Xandex Sales Team