



February 16, 2021

RE: 3-Piece Cartridge Design Change Phase 2

At Dow, we value you as our customer and continuously strive to provide you with consistent product quality, supply and service.

This letter is to inform you that the 3-Piece cartridge is undergoing a design and supplier change (supplied from North America). The new cartridge will have a different visual appearance, and physical changes will occur to the chamber/shoulder, open cut nub, nozzle/cap, and plunger as follows:

- For the chamber/shoulder, the cartridge will be one single injection molded piece and the wall thickness will be 10% thicker than current design.
- The open cut nub will be male threaded (non-NPT), with an open orifice to continue to allow easy puncture of foil seal.
- The nozzle will now be clear, have a longer taper from point to base, stabilizing struts to resist bending, and female threaded.
- The cap will snap on/off.
- The plunger will be oversized and stiffer compared to prior design to improve wall wipe and performance under compression.
- See images on page 3 and 4 of this letter for further clarification

These changes are not expected to have an impact on the specifications for the materials, but selected to improve on the cartridge design for user experience and switch to a supplier who is more reliable. Prices will remain the same for all products. Form, fit, material of construction (HDPE), and filled volume will remain equivalent.

Timing will occur in 3 phases, with phase 2 being implemented February 22, 2021 and remaining phasing to be completed by Q1, 2021. New GMIDs will be generated for all products undergoing design change. Phase 2 materials are listed below, along with their new GMID and activation date of February 22, 2021. A subsequent notification letter will be provided with exact timing on phase 3 materials transition, new GMIDs, and activation date of those new GMIDs.

Starting February 22, 2021, all phase 2 materials will need to be ordered utilizing the new GMID listed below. While Dow has focused on a quick switch to the new supplier, there may be instances where orders placed after February 22, 2021, will be fulfilled with both old supplier cartridges and new supplier cartridges. In these instances, the Dow Customer Service Representative and Dow Manufacturing Team will internally split the order so as the old supplier cartridges are filled, depleted, and shipped separately from the new cartridge design. In the instance this may happen for a given order, Dow will communicate back to the customer this change.

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Please contact your local Dow sales contact or customer service with any additional questions or concerns.

We truly value our business with you and seek to earn it every day.

Cody Schoener
Consumer & Electronics Marketing Manager
Dow Performance Silicones

Phase 2 Impacted Materials:

Old GMID	New GMID	Material Description	Activation Date
6017268	99180819	3145 RTV ADH/SLNT CL (FB),CTD,305ML-12CTN-DOW	February 22, 2021
1749382	99180935	3145 RTV ADH/SLNT GRAY (FB),CTD,305ML-12CTN	February 22, 2021
4099911	99180484	737 NEUTRL CURE SLNT BLK (FB),CTD,300ML-12CTN	February 22, 2021
4100011	99180646	737 NEUTRAL CURE SLT WHT (FB),CTD,300ML-12CTN	February 22, 2021
4098498	99180483	737 NEUTRL CURE SLNT CLR (FB),CTD,300ML-12CTN	February 22, 2021
1954083	99180508	738 ELECT SLNT-WHITE (FB),CTD,300ML-12CTN	February 22, 2021
2468522	99180523	832 MS SLNT BLACK (FB),CTD,300ML-12CTN	February 22, 2021
2681234	99180561	748 NON-COR SLNT (FB),CTD,300ML-12CTN	February 22, 2021
4130383	99180522	744 RTV SLNT WHITE (US) (FB),CTD,310ML-12CTN	February 22, 2021
2786567	99180621	739 PLASTIC ADH WHITE (FB),CTD,300ML-CTN/12	February 22, 2021
3151158	99180649	739 PLASTIC ADH BLK,CRT,300ML-CTN/12-DOW	February 22, 2021
2468514	99180620	832 MS SLNT GREY (FB),CTD,300ML-12CTN	February 22, 2021
2468506	99180648	832 MS SLNT OFF-WHITE (FB),CTD,300ML-12CTN	February 22, 2021



New Design



Old Design



Nozzle & Cap

Chamber & Shoulder

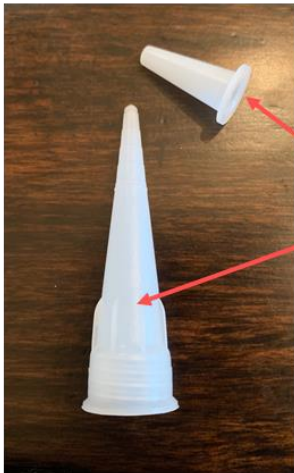
New Design



Old Design



Open Orifice &
Male/Female
Thread



Nozzle & Cap

