



January 25, 2021

Dear Lentus Customer,

We were notified by Dow recently of a change to their three-piece cartridge design. Please see attached letter for more details about the specific cartridges that will be changed, as well as a link to a video. As you will see, Dow is also changing part numbers for the specific products affected by the cartridge change. We are asking that your company use the new part number assigned by Dow beginning February 1st, 2021 when ordering these products. We realize this is a very short window to make the change. We are committed to work with you to help make the transition as smooth as possible.

[Three-Piece Cartridge Change](#)

Dow has not provided a definite date when we will no longer receive the old-style three-piece cartridges. When fulfilling your company's orders, we will do our best to send your company the same style cartridge until the supply of old-style three-piece cartridges is depleted.

Should you have any questions please feel free to contact our customer service representatives at 270-765-2212 or 855-264-9021.

Kind Regards,

Jamie Land

Business Development Manager



January 19, 2021

RE: 3-Piece Cartridge Design Change Phase 1

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 1 being implemented February 1st, 2021 and remaining phasing to be completed by Q1, 2021. New material numbers will be generated for products undergoing design change. Phase 1 materials are listed on page 3 of this letter, along with their new material numbers and activation date of February 1st, 2021. A subsequent notification letter will be provided with exact timing on phase 2 and 3 materials transition, new material numbers, and activation date of those new material numbers.

Starting February 1st, 2021, all phase 1 materials will need to be ordered utilizing the new material numbers. While Dow has focused on a quick switch to the new supplier, there may be instances where orders placed after February 1st, 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 this change.

Dow Silicones Corporation
Midland, Michigan | United States
Phone: +1.800.248.2481
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DOW RESTRICTED



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.

Best regards,

Cody Schoener
Consumer & Electronics Marketing Manager
Dow Performance Silicones



Phase 1 Impacted Materials:

Old Material Number	New Material Number	New Material Description	Activation Date
1892118	99179246	732 MULTI PURP WHT (FB),CTD,300ML-12CTN	February 1 st , 2021
1892070	99179271	732 MULTI PURP CLR (FB),CTD,300ML-12CTN	February 1 st , 2021
1892011	99179209	732 MULTI PURP BLK (FB),CTD,300ML-12CTN	February 1 st , 2021
1891987	99179259	732 MULTI PURP ALUM (FB),CTD,300ML-12CTN	February 1 st , 2021
4101942	99179310	734 FLWABLE PLUS CLR FB,CTD,300ML-12CTN	February 1 st , 2021
4102962	99179270	734 FLWABLE PLUS WHT FB,CTD,300ML-12CTN	February 1 st , 2021
2086433	99179248	736 HEAT RESI/SLT (FB),CTD,300ML-12CTN	February 1 st , 2021
2693925	99179245	733 G&M SLNT-WHT (FB),CTD,300ML-12CTN	February 1 st , 2021
3138399	99179322	733 G&M SLNT-CLR (FB),CTD,300ML-12CTN	February 1 st , 2021
2468344	99179189	733 G&M SLNT-BLK (FB),CTD,300ML-12CTN	February 1 st , 2021
4074663	99179321	786 M SLNT WHITE (FB),CTD,300ML-12CTN	February 1 st , 2021
4074664	99179249	786 M SLNT TRWHT (FB),CTD,300ML-12CTN	February 1 st , 2021
4074662	99179247	786 M SLNT CLEAR (FB),CTD,300ML-12CTN	February 1 st , 2021
2468387	99179264	733 G&M SLNT-ALUM (FB),CTD,300ML-12CTN	February 1 st , 2021



New Design



Old Design



Nozzle & Cap

Chamber & Shoulder



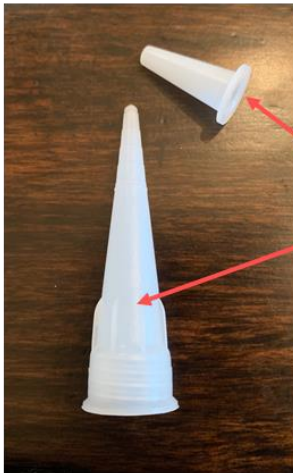
New Design



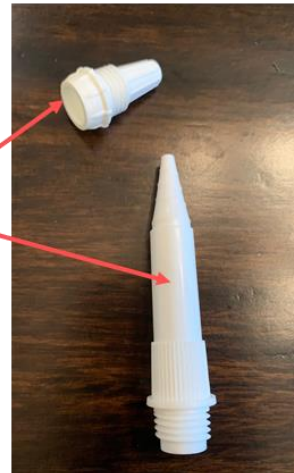
Old Design



Open Orifice & Male/Female Thread



Nozzle & Cap





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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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

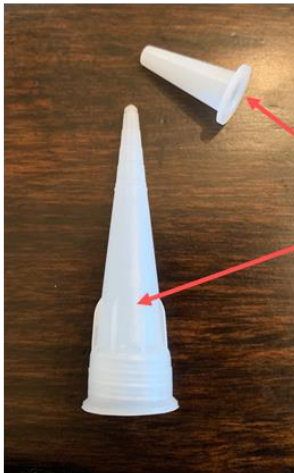
New Design



Old Design



Open Orifice & Male/Female Thread



Nozzle & Cap

