Eichrom Technologies LLC

Packaging change notice

**Sr Resin** cartridge and bottle packaging will now include a **best by date**

Eichrom has always assigned a one-year warranty period to all of our products. For many of our products, our internal shelf-life data and external anecdotal evidence demonstrate excellent performance over a number of years, well beyond our warranty period. But other products, in particular some lots of Sr Resin packed in bottles and cartridges, have historically been known to exhibit performance issues when the resin is more than a year old. Since most customers use our products quickly after purchase, we have considered that our warranty period sufficed as a notice to customers.

We have recently, however, received feedback from three users reporting performance issues in older lots of Sr Resin. These users expressed frustration that they were not aware of the potential for performance issues beyond the warranty period.

In order to better manage customer expectations, we have decided to label Sr Resin with a ‘best by’ date. We will ensure that there is at least one year between the time of shipment and the ‘best by’ date.  This aligns with our warranty period.

We wanted to make you aware of this upcoming change in labeling in the event that you are keeping inventory of this product.  Please note that this is only a change in labeling, not in the quality of the product. Note also that these issues have only been observed in bottles and prepacked cartridges of Sr Resin, not prepacked columns.

You can expect to see this labeling change immediately. Please contact me at your convenience with any questions or concerns.

Sincerely,

Andrew Dockweiler

Director of Sales and Marketing