

Information Bulletin

Date: 16.04.2019

Concerning: Lewatit supply issue

Dear Customer,

Unfortunately we have to inform you about an urgent supply issue that will affect the ion exchange resin we use in our water softeners.

Lanxess has informed the market about technical issues in their production plant, that will affect their availability of Lanxess Lewatit resin. As a consequence, they will not be able to guarantee continuous supplies throughout the next 12 to 18 months. This has forced us to look for an alternative.

For our selection of a suitable alternative, we had 3 major considerations:

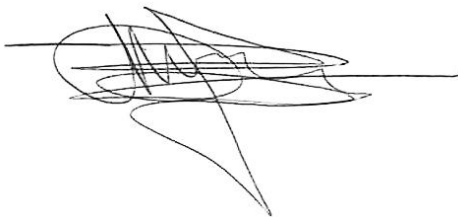
1. Premium supplier/brand,
2. Comparable operating specifications, allowing us to maintain the current operating specifications of our complete water softeners,
3. High guarantee on availability.

The result of our search is the selection of the DOW HCR-S/S ion exchange softening resin. Within Aquion we have vast field experience with this resin, so it has a proven track record of being a premium high-quality/high-capacity resin. The only specification on which it differs from our existing Lanxess S1567 resin, is that it is not 'uniform bead'; nevertheless we are confident that this does not affect the operating specifications of our complete water softeners.

As we have no clear forecast nor guarantee on the availability of the Lanxess resin, we will use DOW HCR-S/S until further notice and with immediate effect.

We thank you for your comprehension!

Very best regards,



Björn Verschaeve
Sales & Marketing Manager