Subject: Critical Product Notification – Syringe and Cartridge Change

Dear Valued DYMAX Customer,

I am writing to inform you of an important change in our product line. For many years DYMAX has used the EFD Ultra™ syringe barrel system as the default choice for our syringe packaging. This selection was based on a combination of customer demand and our own internal testing/quality requirements.

In 2007, EFD (now Nordson EFD) introduced a new line of syringe barrels and cartridges, branded Optimum™. EFD customers who have tried them have reported numerous benefits, such as:

“We are getting even better dot-to-dot consistency and more dots per syringe, with less fluid waste.”
(Medical Device Manufacturer)

“Better dot-to-dot consistency, resulting in 3-5% more dots from each syringe, less waste material, less residue after dispensing.”
(Manufacturer)

“Less fluid pressure is needed, resulting in less stress on the fluid and less bouncing of the piston while dispensing.”
(Manufacturer)

EFD has notified DYMAX that due to the switch from Ultra™ syringe components to Optimum™ syringe components, sales of the original Ultra™ components have rapidly declined. As a result, EFD states that it is no longer economically feasible to continue production of both lines and the Ultra™ line has been discontinued. DYMAX internal testing has confirmed equivalent or improved performance of the Optimum™ product line in comparison to the Ultra™ syringes and Semco © cartridges.

As a result, DYMAX will be switching on August 1, 2010 to Optimum™ syringe and cartridge reservoir systems. The pricing on our products will remain the same.

We expect this to be a seamless transition and look forward to working with our customers to answer any questions and address any challenges that may arise.

Please visit www.dymax.com/optimum.php which can answer questions you may have regarding the discontinued Ultra™ components and the new Optimum™ components. However, please do not hesitate to contact DYMAX Applications Engineering at 860-626-5203 or your local Territory Manager if you need assistance.

As always, we at DYMAX, thank you for your continued trust and confidence, and look forward to helping you meet your assembly challenges with superior products, timely delivery, and expert technical support.

Best Regards,

Terry Woldorf
Chief Growth Officer

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