

August, 2026

## Cutover to Solenis ERP Business System: North America and Asia Pacific regions

Dear Valued Customer,

As previously announced, Solenis completed its acquisition of NCH Corporation on October 1, 2025.

By adding NCH's well-recognized brands and broad customer base in the middle-market, Solenis has a more diversified business with increased scale, an expanded global footprint and superior customer service capabilities. Together, the newly combined company will create a more diversified, customer-centric provider of water and hygiene solutions. These enhanced capabilities strengthen Solenis' commitment as a trusted partner with the right people, expertise and technology.

Since the deal closed, the Solenis and NCH teams have been working hard to integrate our business systems, taking steps to make this as transparent and seamless as possible. We will complete our system transition for our North America and Asia Pacific regions in October. **This will require a temporary delivery blackout period.**

### What this means for you

1. We will operate a delivery blackout period from October 1 to October 12 to allow for the system cutover. During this time, deliveries will be paused while we complete the transition.
2. Your sales representative will continue to take your orders during the blackout period. Deliveries will restart after the transition is complete. Please confirm estimated delivery dates with your sales representative.
3. We recommend that you work closely with your sales representative to review your product needs and ensure you have enough supply to manage through this brief transition period.
4. This process should be seamless. However, if disruptions do occur, we will work closely with you and your sales representative to resolve any situations as rapidly as possible.
5. The attached FAQs provide more detail and should be shared with the appropriate contacts in your organization. For future reference this document will be posted to [solenis.com](https://www.solenis.com)

At Solenis, we understand that our success depends on you, our customer. Our employees take great pride in the service and solutions we provide.

We look forward to continuing our valued relationship with you and your company.

Sincerely,

A handwritten signature in black ink, appearing to read 'Chris Wright'.

**Chris Wright**  
**President Light Industrial Solutions**

As we continue to prepare the combination of the NCH business with Solenis, we remain committed to providing our customers with the highest quality products and customer service.

To ensure a seamless and transparent transition, the following information will help you understand all the details required to facilitate your system changes. Please contact your current sales representative or customer service representative with any questions.

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## Prepare for Change

### Should we do anything to prepare for these changes?

There are two ways you can help ensure a smooth transition.

- 1) Communicate these changes to people who “need to know” within your organization. You may use this FAQ as a guide.
- 2) Planning today will alleviate surprise interruptions later. Please work with your sales representative to plan and **forecast your product needs for the “blackout period”** to ensure you have adequate supply during this time. Details about the “blackout period” are covered below.
- 3) If you have transacted with both Solenis and NCH in the past, please continue to place orders in the usual way.

## Blackout Period

Solenis will implement a “**blackout period**” for all NCH business and production facilities.

This “blackout period” is necessary to allow us to migrate the NCH business to the Solenis ERP system. There will be limited operations during this period.

Please note:

- **Deliveries** will be limited to those planned and scheduled prior to the commencement of the blackout period. There will be no “unplanned” deliveries during the blackout period.
- During the blackout period, your sales representative remains available to take **new orders** and will schedule these shipments for processing after the end of the blackout period. We encourage customers to **forecast your product needs** and place orders prior to the start of the blackout period and schedule your deliveries, accordingly, ensuring you have adequate stock to cover the blackout period.
- The blackout period should not apply to existing Solenis business.

## Solenis Global Corporate Office Location

Solenis LLC, 2475 Pinnacle Drive, Wilmington, Delaware 19803, USA.

## Legal Entities

**Will there be any legal entities change?**

No. As part of the business transfer, legal entities will remain the same.

## Customer Documents

**Will there be any format changes to commercial documents?**

Documents such as invoices, statements, and dunning notices will continue to include all required information; however, the layout may vary from previous versions. The changes reflected on these documents will include the replacement of the current logo with the Solenis logo. However, the remittance name, remittance addresses, and bank account information currently used for payments will remain unchanged. In addition, the website address will be updated to solenis.com, and email addresses and other contact references will be updated to the Solenis domain format (e.g., [xxxx@solenis.com](mailto:xxxx@solenis.com)). These changes are intended to ensure our customers continue to receive the highest level of service. Please update your systems and records accordingly to help avoid any billing or payment processing issues.

**Will our Safety Data Sheets (SDS), product labels and bill of lading change?**

No. At the start of the transition in October, all SDS, product labels, and bills of lading will remain the same. The only change customers will see over time is the replacement of the NCH logo with the Solenis logo. In most cases, no other changes are expected.

**Will the Product Data Sheets (PDS) change?**

No, PDS will look the same. In most cases, the NCH logo will be replaced with the Solenis logo.

**Will the Certificates of Analysis (COA) change?**

The Certificate of Analysis will have minor changes to layout and content but there will be no change to the quality information reported on COAs.

## Product Information

**Will product names or product numbers change?**

We do not expect product names to change as it relates to the transition process. In addition, most part numbers (SKU's) will remain the same. Any exceptions will be communicated.

**Will all NCH products retain their product classification?**

Yes, they will retain their current classification unless a change is required due to regulation. Should such a change occur, you will be notified through your sales representative.

**Will there be any change to product quality and/ or product specifications?**

There are no changes to product quality, product specifications, packaging, or shelf life.

**Do all NCH products retain their product regulatory claims?**

Yes, all products will retain their current regulatory status such as BfR, FDA, REACH, Kosher, Halal, EU Flower, Cradle to Cradle certifications etc. Product registrations will also be retained. After Day One, finished products may be subject to re-assessment.

**Will there be changes to manufacturing locations or production processes?**

There are no changes to current Solenis or NCH production processes. The site locations for all Solenis plants and NCH plants will remain the same.

## Contracts, Pricing and Invoices

**If my company currently has sales contracts with NCH how will these be transferred?**

All active commercial agreements will transfer to Solenis with the same conditions.

**What if I have a question about my invoice?**

Before and after the blackout period, contact your existing NCH Sales Representative or Customer Service Representative directly.

**Will there be any changes to product pricing or terms and conditions?**

Product pricing and terms and conditions are not expected to change due to the system cutover. However, these may change in the future due to contracts or other normal business arrangements.

## W9 and Tax ID / VAT Information

**How do we obtain a W9 for Solenis?**

Go to the [Vendor portal on Solenis.com](#) to obtain the W9 and other information required to update your supplier information.

## Banking Information

Banking and payment arrangements will not change, and the current direct debit payment methods will remain.

**How do I get a guarantee to letter of credit issued, or if I have a general treasury-related question, who do I contact?**

Please contact: Przemysław Winiarski (pwiniarski@solenis.com) or Adam Jagodziński (AJagodzinski@solenis.com)

## Sales Tax Exemption Certificates

NCH will be requesting updated sales tax exemption certificates, via an automated system, to facilitate the migration to the Solenis SAP environment. Please follow the instructions indicated in those communication(s), which will include a link for submitting your information.

## Vendor Information Package

**How do we get our vendor information package updated?**

Please send any Vendor Information Packages to your Sales Representative who will coordinate with the appropriate internal resources.