



solenis.com

October 23, 2026

REF: Please note date change for blackout period

Cutover to Solenis ERP Business System: Europe, Middle East and Africa (EMEA)

Dear Valued Customer,

As previously announced, Solenis completed its acquisition of NCH Corporation on November 3, 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 EMEA Region on December 7. **This will require a temporary delivery blackout period.**

What this means for you

1. We will operate a delivery blackout period from November 30 to December 11 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 blue 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.

Contents

Prepare for Change..... 2

Blackout Period..... 2

Solenis Global Corporate Office Location..... 3

Legal Entities..... 3

Customer Documents 3

Product Information 4

Contracts, Pricing and Invoices 4

W9 and Tax ID / VAT Information 4

Banking Information 5

Sales Tax Exemption Certificates 5

Vendor Information Package 5

Solenis Electronic Invoice Presentment and Payment (EIPP) Portal 5

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). 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](https://www.solenis.com/vendor-portal) 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.

Solenis Electronic Invoice Presentment and Payment (EIPP) Portal

As part of this cutover process, a new Solenis Electronic Invoice Presentment and Payment (EIPP) Portal has been implemented. This portal is designed to provide a more streamlined, secure and user-friendly experience for managing your invoices, payments, statements and billing inquiries.

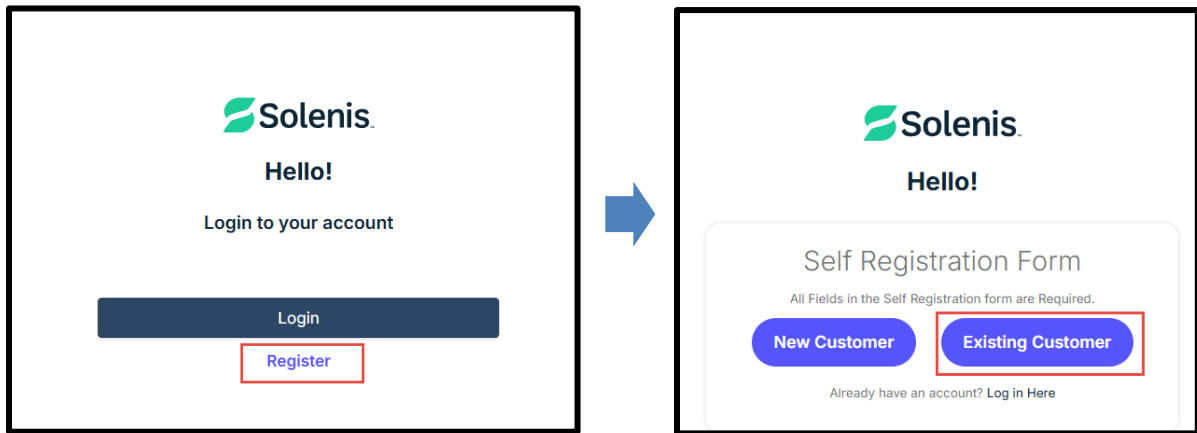
What you need to know.

After cutover, please begin to use the new Solenis EIPP Portal by going to www.products.solenis.com. Here you will be able to access your account information 24/7 from any location. The new portal will allow you to view current and historical invoices, download invoices and statements, make secure online payments, submit invoice disputes and track status, review payment history and much more.

Getting Started

For Existing Portal Users:

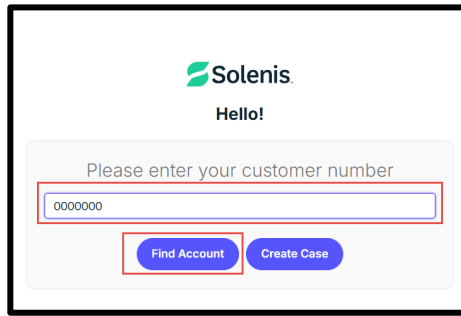
1. Visit the Solenis EIPP portal homepage at www.products.solenis.com
2. Select **Register** and then **Existing Customer**.



3. Enter your contact information.

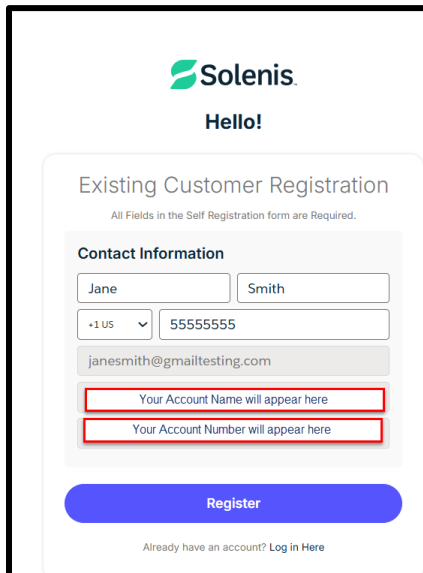
This screenshot shows the 'Self Registration Form' with the 'Contact Information' section filled out. The form includes the Solenis logo and 'Hello!' at the top. Below the title, it states 'All Fields in the Self Registration form are Required.' The 'Contact Information' section contains the following fields: 'Jane' in the first name box, 'Smith' in the last name box, a dropdown menu set to '+1 US' followed by the phone number '55555555' in the phone box, and the email address 'janesmith@gmailtesting.com' in the email box. A large blue 'Register' button is at the bottom of the form, also highlighted with a red outline. At the very bottom, it says 'Already have an account? Log in Here'.

4. Enter your Solenis account number, which can be found on your invoice or statement.



The image shows a web interface for Solenis. At the top is the Solenis logo and the text "Hello!". Below this is a light gray box containing the instruction "Please enter your customer number". A text input field below this contains the placeholder "0000000". Below the input field are two buttons: "Find Account" and "Create Case". The "Find Account" button is highlighted with a red border.

5. Complete registration and create your login credentials



The image shows a web interface for Solenis with the title "Existing Customer Registration". Below the title is the text "All Fields in the Self Registration form are Required." and a section titled "Contact Information". This section contains several input fields: "Jane" and "Smith" for first and last names, a dropdown menu set to "+1 US" and a text field with "55555555" for a phone number, and a text field with "janesmith@gmailtesting.com" for an email address. Below these are two red-bordered placeholder boxes: "Your Account Name will appear here" and "Your Account Number will appear here". At the bottom of the form is a large blue "Register" button. Below the button is the text "Already have an account? Log in Here".

Need to Make a One-Time Payment?

Customers who do not wish to create an account can still make payments using the **Guest Payment** feature:

1. Navigate to the Guest Payment page. <https://products.solenis.com/guest-payment>
2. Enter your Customer Number and Invoice (Document) Number(s) for the invoice(s) you wish to pay.

The screenshot shows the Solenis website's Guest Payment page. At the top, there's a navigation bar with links for SDS Library, Contact us, United Kingdom | EN, and a 'REGISTER NOW' button. Below the navigation bar is a search bar with the placeholder text 'What are you looking for?'. The main content area is titled 'Enter Details' and contains two input fields: 'Customer Number*' and 'Document Number*'. Both fields have placeholder text 'Enter customer number...' and 'Enter document number...' respectively. Below these fields is a blue 'Add Invoice' button. The footer of the page includes the Solenis logo, links to U.S. Ingredients Portal, Solenis Cloud Login, Diversey ServiceNow, Privacy Statement, and Terms & Conditions. There are also social media icons for LinkedIn, Facebook, YouTube, Instagram, and Twitter. The copyright notice '©2014-2026 Solenis' is displayed, along with 'COOKIE SETTINGS' and 'BACK TO TOP' buttons.

3. Complete your billing information.

The screenshot shows the Solenis website's Guest Payment page, specifically the 'Credit Card' billing information section. The 'ACH/Bank Account' option is unselected, and the 'Credit Card' option is selected. The 'Credit Card' section includes a 'Card Number' field with a placeholder '1234 1234 1234 1234', an 'Expiration Date' field with a placeholder 'MM / YY', and a 'CVV' field with a placeholder 'CVV'. There is a checkbox labeled 'Select to confirm surcharges on this payment' which is checked. A blue 'Pay Now' button is located at the bottom of the form. The footer of the page is identical to the previous screenshot, featuring the Solenis logo, links to U.S. Ingredients Portal, Solenis Cloud Login, Diversey ServiceNow, Privacy Statement, and Terms & Conditions, social media icons, and the copyright notice '©2014-2026 Solenis'.

4. Submit the payment securely.

Pay Now

Payment submitted

Payment submitted successfully.

Receipt

Currency	Charges	Credits Applied	Net Charged
USD	\$1,500.00	\$0.00	\$1,500.00

Close

Frequently Asked Questions

Do I need to create a new account?

- **Yes.** All customers should register for the new portal to access invoices, statements, disputes, payment history, and other self-service features.

Where can I find my account number?

- Your Solenis account number can be found on your **invoice or customer statement**.

Can I make a payment without registering?

- **Yes.** The Guest Payment feature allows one-time payments without creating an account. Please visit <https://pay.solenis.com>.

Can I view invoices and statements online?

- **Yes.** The portal allows you to view, search, download, and export invoices, as well as generate account statements.

Can I submit invoice disputes through the portal?

- **Yes.** You can create and track invoice disputes directly within the portal.

Is there a payment value limit when using the portal?

- **No.** Payments may be processed for the full value of the invoice or invoices selected for payment using either ACH or a credit card.

What payment methods are supported?

- Available payment methods may include **ACH bank transfer, credit card, or both**, depending on the invoice being paid.

Will payment confirmations be available?

- **Yes.** After payment submission, a confirmation and receipt will be available for download and future reference.

What if I forget my username or have trouble accessing the portal?

- Please **contact your country Solenis support team** for assistance.

Austria	ardach@solenis.com
Belgium	ar.benelux@solenis.com
Czech Republic	AR_Czech@solenis.com
Czech Republic (Pure Solve)	AR_Czech@solenis.com
Denmark	ar.denmark@solenis.com
Estonia	ar.estonia@solenis.com
Finland	ar.finland@solenis.com
France	francecredit@solenis.com
Germany	ardach@solenis.com
Greece	ar.greece@solenis.com
Hungary	nch.hun@solenis.com
Hungary (Pure Solve)	nch.hun@solenis.com
Ireland	credit.controlire@solenis.com
Italy	italycredit@solenis.com
Norway	ar.norway@solenis.com
Poland	ar_poland@solenis.com
Poland (Pure Solve)	AR_PolandPS@solenis.com
Portugal	AR.Portugal@solenis.com
Romania	AR.Romania@solenis.com
Slovakia	AR_Slovakia@solenis.com
Slovenia	AR.Slovenia@solenis.com
Spain	Cobros.Spain@solenis.com
Sweden	ar.sweden@solenis.com
Switzerland	ardach@solenis.com
Turkey	ar.turkey@solenis.com
UK	CreditControl.uk@solenis.com

Thank you for your continued partnership and cooperation as we transition to the new Solenis EIPP Portal.