

Customer Bulletin

Subject: Unauthorized Thermal Interface Materials

Date: October 17th, 2013

Dear Valued Shin-Etsu MicroSi Customer,

Thank you for your continued patronage of Shin-Etsu MicroSi, Inc. and interest in our thermal interface materials. We strive to offer the highest quality, most competitive products, so to assist you in meeting your thermal needs. Recently we have been notified by customers that they were impacted by unauthorized thermal interface materials being sold, in both syringe and cartridge formats, claiming to be Shin-Etsu materials or using a corporate name of Shin-Etsu. Obviously, this is a great concern to Shin-Etsu MicroSi and to our customers that have experienced field failures due to lower quality products. The materials that are in question are, but not limited to, our market leading G751, X23-7762, X23-7783D and X23-7921-5 product offerings. We are working hard to address the issue at the source, but feel that it is best to inform customers directly the existence of unauthorized materials.

Shin-Etsu MicroSi, Inc. has many years of experience in the packaging and conditioning of thermal interface materials into both syringes and cartridges. Such experience allows us to assure our customers that the agreed upon shot weight and material performance is repeatedly delivered so to meet your thermal requirements.

Please note that Shin-Etsu Chemical Co., Ltd. and Shin-Etsu MicroSi., Inc. are not in a position to take any responsibility or make any warranty for the said unauthorized materials used in any applications, irrespective of whether they are intentionally or accidentally purchased, as related to, but not limited to: product quality, performance or compliance with applicable environmental regulations.

Noting the possible impact to your devices, associated with this situation, we wanted to bring this to your attention so that you understood the potential risk and Shin-Etsu MicroSi's position.

Please feel free to contact us if you have any questions.

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