

## Product Update-Hold Notice

October 16, 2018

Dear Water-Right Customer,

We regret to inform you that all sales of the Lead & Cyst reduction cartridge (**Item #CT-05-CB-AMCYL-10**) have been placed on hold until further notice. If you have cartridges in your current inventory, you should have already been notified of this hold. Customers with pending orders that are awaiting acknowledgment for shipment will be updated as soon as possible regarding the next course of action.

Unfortunately, there is no definitive time frame as to when production will be ready to release the hold on the sale of these cartridges. Our next step is to examine the results of product testing, packaging processes, and production requirements. Only after this analysis is complete will we be able to accurately inform our customers when the hold may be lifted. Please look for an update no later than November 1, 2018.

For any questions or comments, please contact Customer or Technical Services and/or your Regional Sales Manager.

