

June 2, 2023

Dear Valued Customer:

BLANCO is aware of an increase in concealed damage reports on several SILGRANIT models. Fixing this issue is of the utmost importance to us; in the interest of full transparency, we would like to share what we have done and will continue to do to resolve this matter.

At the end of 2022, we began shipping select Diamond Equal Double sinks with improved EPE packaging to measure the reduction of breakage in transit. While the material, color, and orientation look identical to the EPE packaging previously used, the foam is almost 20% more dense. We are happy to report that in Q1 2023 we saw a significant reduction in damage claims on these sinks compared to 2022.

Effective immediately, we will be implementing this new packaging system on 90+ SILGRANIT SKUs, including re-packaging sinks that are currently in stock. The following are included in this initial rollout:

- All Diamond Equal Double models including Undermount, Dual-Mount and Low Divide
- All Diamond Super Single models including Undermount and Dual-Mount
- All Precis Super Single models
- All Valea Super Single and Equal Double models
- All Corence (Private Collection) Super Single, 1.75 and Equal Double models

You will be able to identify the new packaging system by a black dot on the product label (refer to image on the next page).

Using the same improved materials and system, we are currently designing updated packaging solutions for all remaining models and will be rolling them out as they are completed. The entire project should be concluded by Fall 2023.

We will continue to provide updates as they are available, and we appreciate your patience as we execute this change over the coming months.

Should you have any questions, please do not hesitate to contact us or your Regional Sales Manager.

Best regards,



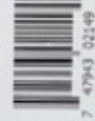
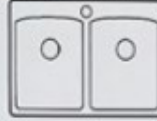
Diana Windsor
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Jake MacDonald
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440219

BLANCO DIAMOND SILGRANIT DOUBLE BOWL
DROP-IN & UNDERMOUNT (METALLIC GRAY)



- Rock hard granite durability
- Heat resistant up to 320°F
- Resistant to scratches, stains and all household acids and alkali solutions
- Unsurpassed cleanliness backed by 7 patents

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