

September 18, 2023

Dear Valued Customer,

As communicated in early June, we implemented a new packaging system on 90+ SILGRANIT SKUs including:

- 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

We also communicated the roll-out of the next phases of this project to the remaining line. Due to the disruptions caused by implementing the new Warehouse Management System (WMS) at our Lumberton, NJ facility, the project roll-out has been slightly delayed. Please see the update roll-out schedule below:

- Phase II: Target Launch: Mid-October 2023
 - All Diamond 1.75 models including reverse configuration
- Phase III: Target Launch: Early November 2023
 - All Precis Single, Cascade and 1¾ models including low divide
 - All IKON Apron Front models
 - All Performa models
- Phase III: Target Launch: Late November 2023
 - All Diamond Single and 1½ models
 - All Liven models

As a reminder, you can identify the new packaging system by a black dot on the product label.



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

Best regards,

Diana Windsor
Sr. VP of Sales, North America

Jake MacDonald
Director of Quality, North America