



# NSF PRODUCT IN DEVELOPMENT TALKING POINTS

As of Monday, 6/17, select lavatory and kitchen faucet styles have been moved into development pending NSF compliance approval. This means that TEMPORARILY, these items cannot be quoted or sold. Please find below some helpful, internal information as well as some external client-facing talking points.

## Internal Information:

- Since January 1<sup>st</sup>, 2024 (July 1<sup>st</sup>, 2023 in California) Fittings products in contact with drinking water are required to meet a new standard of lead filtration in the United States & Canada
- While most of our relevant products meet these new requirements, a select number of kitchen faucets and lavatory faucets have not achieved their NSF certification that meets the latest standard
- The scale and intricacy of design in these select items have required repeated & ongoing efforts to meet compliance
- With each engineering modification, new samples must be manufactured and put through 3<sup>rd</sup> party testing
- Using processes that have been successful in other Waterworks products to achieve NSF certification and/or making further engineering adjustments is not a guarantee of passing results
- This is why some product availability dates have moved out one or more times
- The product teams are putting maximum effort into gaining NSF certification on all remaining products as soon as possible, to have all products NSF-certified before the end of the year
- No product discontinuation is anticipated. Some products simply require more iterations on the Engineering side to achieve their NSF Certification.

## Client-Facing Talking Points:

- When can I expect my faucet?
  - *Our teams are putting maximum effort into gaining certification on all remaining products as soon as possible and before the end of the year.*
- You have changed the date (again), why should I have confidence what you are telling me now will be accurate?
  - *We cannot provide confirmed dates on currently non-compliant products. If your project timeline requires a definitive date, we suggest you re-specify to an alternate option.*
  - **Note:** Please partner with your Waterworks Regional team on the proper resolution for the client/project. Escalate to your Regional Manager or Melinda Ness accordingly if the client is not satisfied with any suggested resolutions provided.
- Is there a possibility this item will be discontinued?
  - *There is no discontinuation of product anticipated.*