



To: 3M Valued Customers in the US
Subject: 3M Product Availability Update re: 2019 Novel Coronavirus
Date: January 23, 2020

Dear Valued Customer,

3M is seeing an increased demand for respiratory protection products following the outbreak of a newly identified coronavirus (2019 novel Coronavirus, 2019-nCoV). 3M is a leader in personal protective equipment for public health and healthcare professionals and individuals. In response, 3M is increasing respirator production to help meet demand, and working with distributors to help ensure they have inventory to meet end-user demand. 3M is committed to supporting the public health and governmental response to the Coronavirus while maintaining supply to existing customers.

As of the date of this letter, the World Health Organization (WHO) has recommended that healthcare workers who might be exposed to patients suspected to be infected with the Coronavirus wear personal protective equipment, including respirators, in certain situations. The U.S. Centers for Disease Control and Prevention (CDC) has recommended that potentially exposed healthcare workers follow standard, contact, and airborne precautions and use eye protection (goggles or face shield).

To help assure product availability to our established customers through their regular purchasing channels, 3M has implemented special controls on our order fulfillment system for the respirators that are in highest demand. Large orders are likely to require additional time for fulfillment due to increased global demand. During this period, order status may fluctuate. Customers should work with their 3M Distributor Partner and 3M Key Account Management Team or local sales representative regarding product availability and lead times.

This is an evolving situation, and it is recommended that all concerned consult the [WHO](#) and [CDC](#)'s websites frequently for the most updated information regarding this situation. We will continue to rely on governmental agencies to guide recommendations for products relating to the 2019-nCoV Coronavirus. Please work with your 3M Key Account Management Team or local sales representative for assistance. As this situation evolves, we continue to provide updates as appropriate.

Resources and Tools:

Below are some tools available to 3M authorized distributors that can be shared with customers during this time.

- [Technical Data Bulletin](#): 2019 Novel Coronavirus Outbreak
- [Technical Data Bulletin](#): Respiratory Protection for Airborne Exposures to Biohazards
- [Technical Data Bulletin](#): Pandemic Influenza Preparedness Planning: Practical Considerations for Respirator Use in a Health Care Setting
- [FAQ](#): 3M Filtering Facepiece/Disposable Respirator Storage Conditions and Shelf Life
- [Blog](#): N95 Stockpile Best Practices and Disposal Assistance from 3M
- 3M Tech Service hotline: 800-243-4630
- [3M PPE Rep Finder](#)

Best Regards,

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