

3M Touch Systems Customer Information

Important Information:

Products Being Discontinued: All Surface Capacitive Products, All Projected Capacitive Products, All Display Products, All Electronics

Last Time Buy order deadline: October 31, 2020

Order Conditions: All orders for delivery after October 31, 2020 will be non-cancelable and non-returnable.

Last Shipments from 3M: March 31, 2021

Q&A

What specific products are you discontinuing?

3M Touch Systems' Surface Capacitive, Projected Capacitive, Electronics and Display product lines are being discontinued.

Can I still order these products?

Yes. 3M is offering a last time buy opportunity for all of its products. Orders must be received by 3M prior to October 31, 2020 and all products must be shipped prior to March 31, 2021.

What if I order these products after the Purchase Order deadline?

Orders cannot be accepted after the purchase order deadline of October 31, 2020.

Do you have replacements for these products?

No replacement products are available from 3M.

Is there a performance issue with any of the discontinued products?No.

Whom can I talk to if I have questions?

Please contact your account executive or your customer service representative.

3M Touch Systems Customer Information (continued)

Will 3M be honoring its warranty on all Touch Products?

3M intends to honor all its warranty obligations for all touch products. 3M's standard terms and conditions state that 3M has an obligation to "repair, replace or refund" at 3M's discretion. 3M will provide refunds in the future if a warranty issue arises.

How will 3M assist customers to maintain source of supply?

3M will recommend that customers purchase the volume of product they need to cover them during any qualification and transition to a new supply chain. 3M will try to assist our customers to move to a different supply chain once all last time buy orders are placed.

Will there be any limitations on the amount of product a customer can purchase under the last time buy?

3M does not foresee any need to allocate or place limits on the volume of PCAP, SCT or display products a customer may purchase during the last time buy process.

When will the last time buy orders be due to 3M?

3M will stop accepting last time buy orders on Oct. 31, 2020.

Are there any special provisions for the last time buy orders?

All last time buy orders must be non-cancellable and non-returnable (NCNR) with final deliveries not later than March 31, 2021. Orders for delivery after January 1, 2021 will require the completion of the 3M Customer Acknowledgement of terms form.

Will technical support be available to customers during the last time buy period?

3M application engineers will be available to assist customers regarding technical matters up to the last time buy deadline of October 31, 2020. After that time only limited support will be available.

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When will the last time buy orders be delivered?

All last time buy orders must be dated prior to March 31, 2021.

3M Touch Systems Customer Information (continued)

Who should my customers contact after October 31, 2020 if they have questions regarding their last time buy orders?

Customers should contact their local customer service teams to discuss any issues or questions. Customer Service will bring other Touch resources into the discussion if needed.

What will lead times be on these products?

3M does not expect changes to its normal lead times during this end of life period. Customer should expect 3-4 weeks for all SCT products and 8-10 weeks for all PCAP products

Can I expect other DMSD products to be discontinued?

No. 3M is not announcing any additional product discontinuations at this time.