

July 2, 2025

Dear Concordance – Chicago,

In response to U.S. import tariffs and ongoing economic uncertainty, we will discontinue the following lower-volume products effective October 31, 2025. This decision is intended to offset rising costs and shift focus to alternative products with improved usability and support.

We recognize that supply chain changes can be disruptive, which is why we’re providing advance notice and have included the recommended substitute products. Our records indicate your facility has purchased or has agreements for one or more of these items. Please update your systems accordingly to avoid any disruption in order processing.

Discontinued Product	Replacement Product
GEL-04 Contact Gel 5mL Bottle {EA}	GEL-SD Contact Gel – Single Dose {90/pack}
MC-R_3 Reloadable Membrane Changer {3/pack}	MC_3 Membrane Changer {3/pack}
MC-I Membrane Changer Inserts {5/pack}	

Details on replacement products:

Single Dose Contact Gel (GEL-SD): The volume of contact gel in the 5mL bottle (GEL-04) is comparable to one pack of single dose gel vials (GEL-SD). This means 1 package of Single Dose Gel can provide roughly the same or more applications compared to the 5mL bottle while providing added benefits like enhanced infection control.

Single Use Membrane Changers (MC): The Single Use Membrane Changer (MC) features a gripping bottom layer to improve the stability of membrane changes. Our customers report a more consistent, efficient, and ultimately successful membrane change experience with this product compared to the reloadable design (MC-R/MC_3) and the membrane changer inserts (MC-I).



We are here to support you and your staff through this change and hope to make this a seamless transition. Please reach out to your local Territory Sales Manager or to Customer Service with any questions.

Territory Manager: Tom Russell

Territory Manager Email: Tom.Russell@sentec.com

Territory Manager Phone: 309-453-3931

Customer Service: customerservice.us@sentec.com | +1 (877) 425-8746

Thank you for your continued partnership, especially during these uncertain times.

Sincerely,

A handwritten signature in black ink, appearing to read "Jill Szwedko".

Jill Szwedko

Vice President, Sales
Sentec, Inc.

A handwritten signature in black ink, appearing to read "Bob Cormier".

Bob Cormier

Chief Executive Officer
Sentec, Inc.

Sentec Inc.

40 Albion Road, Suite 100
Lincoln, RI 02865, USA

+1 877 425 8746
customerservice.us@sentec.com

sentec.com