

Knowlton Technologies, LLC Guidelines

Knowlton Technologies, LLC (KT) is committed to providing the right product at the right time at the right price to the right customer. The following guidelines have been established to ensure both Knowlton Technologies and our customers understand their responsibilities to ensure every order placed with Knowlton Technologies is a perfect order and to ensure timely corrective and preventive process improvement actions are taken by Knowlton Technologies whenever a customer feels we have not met our commitments.

The Technical Service / Customer Service Departments in conjunction with Quality Assurance are available to resolve issues / problems which you may experience.

How do I place an order?

All orders should be submitted to customerorder@knowlton-co.com. Upon submission of your purchase order, you will receive a no-reply e-mail response confirming the purchase order has been received. After review and entry of the purchase order, Customer Service will send an Order Acknowledgment under separate cover confirming order specifics.

How do I modify an existing order?

All revisions to orders including but not limited to -- ship date change request, quantity revisions, ship-to address change, cancellations, etc. – should also be sent to customerorder@knowlton-co.com. Please contact your Customer Service Representative should you have any questions prior to submitting a revised purchase order. As with a standard purchase order, an order acknowledgment will be sent under separate cover to confirm changes.

How do I cancel an order?

An order may not be cancelled by Buyer for any reason, in whole or in part, within thirty (30) days of confirmed ship date without KT's prior written approval. In the event a cancellation is approved by KT then, unless otherwise agreed, Buyer shall pay KT all costs and expenses KT incurred in relation to the order before KT received the cancellation request. A cancelled order is considered a revised order, and therefore the request should be sent to customerorder@knowlton-co.com.

How do I check the status of an order?

Upon receipt of a purchase order, Customer Service will send an order acknowledgment confirming all aspects of a submitted order. Please review this carefully and should there be any discrepancy, KT Customer Service should be contacted and notified within 24 hours.

Should KT have to change the ship date on an order **after** an order has been acknowledged, a Customer Service Representative will contact you directly to advise of the new ship date and status.

At any point during the process, please feel free to contact Customer Service via phone or email to check the status of an order as well.

How to expedite acknowledgement of an order?

- Understand Lead time of raw materials required
- Use correct pricing
- Meet the minimum order quantity
- Understand KT's Terms and Conditions

What are Knowlton Technologies' Terms and Conditions of Sale? (for complete Terms of Sale refer to www.knowlton-co.com.)

What are Knowlton Technologies' Production Standards and Tolerances?

Variation in Order Size:

Order Size	Tolerance
1000# or Less	+/- 30%
1001 - 5000#	+/- 20%
5001 - 7500#	+/- 15%
7501 and Greater	+/- 10%

All limits will be on order quantity amounts and not individual releases.

Setting conversion tolerance requirements

1. Scope:

This document applies to all conversion equipment, winders, sheeters and trimmers.

2. Purpose:

The objective of this document is to review the process of selecting the correct sequence of production conversion to meet the customer requirements for size and length of sheets and rolls.

3. Related Documentation:

Finishing specifications
Job paper work

4. Responsibilities:

Customer service
Job Engineering

5. Prerequisites: review and understand the conversion process.

6. Procedure

Introduction: It is important to first understand the simple description of media. An 8.5" by 11" piece of paper is 8.5 inches wide and 11 inches long. If we use paper machine terms the same sheet is 8.5 inches in the cross direction (CD) and 11 inches in the machine direction (MD). In simplistic terms, the CD direction is most accurately cut by slitters while the MD direction is cut by a knife or cutting bar.

6.1.1. Winders: Winders make rolls. They cut media in the CD direction using slitters and a manual knife to cut the MD direction. Winders provide the most accurate CD direction cut. The tolerance is +/- .015 inches (1/64 of an inch) or .3969 mm as measured by the winder operator using a special piece of test equipment called the optical comparator.

Because cellulose media changes size with moisture content, the following is a list of tolerances that should be used to set tolerances when measured at the customer site:

Final CD size of media	Tolerance specified with customer
Up to 10 inches	+/- .0156 inches or 1/64 or .3969 mm
11 to 20 inches	+/- .0331 inches or 1/32 or .7938 mm
21 to 40 inches	+/- .0625 inches or 1/16 or 1.5875 mm
Untrimmed full width	+/- .1250 inches or 1/8 or 3.175 mm

The MD direction tolerance for winders is measured by a yardage meter in most cases with a tolerance of +/- 100 linear yards (+/- 300 linear feet). A reduced tolerance can be achieved if requested by the customer. In this case however, a review of the process must be completed to correctly determine the achievable length tolerance. The MD direction can also be specified by roll diameter. Roll diameter is measured on the winder by a measuring tape mounted on the side of the winder. A tolerance of +/- 2 inches should be used.

6.1.2. Sheeter: The sheeter makes sheets of media. Some sheeters are equipment with slitters and some are not. Knowlton Technologies currently has three sheeters.

6.1.2.1. The sheeter placed at the end of Paper Machine Two. The Sheeter on PM#2 has slitters. This allows this sheeter to cut the sheets both in the CD and MD direction. The tolerance for the CD measurement (width of the sheet) is +/- .0625 inches (1/16 of an inch) (1.5875 mm) sheet. The MD tolerance for this sheeter is +/- .125 inches (1/8 of an inch) (3.175 mm). The sheeter mechanism that cuts the MD direction of the sheet does not allow for a tighter tolerance. If a tighter MD tolerance is required it must be trimmed by the trimmer.

6.1.2.2. The sheeter placed at the end of the Saturator line. The sheeter at the end of the saturator line does not have slitters. For this reason the CD tolerance for these sheets are untrimmed with a -.125 inches (1/8 of an inch) (3.175 mm) with no maximum. The CD direction is determined by the windup stand at the end of each paper machine and is subject to changes due to drying on the saturator line. The MD tolerance for this sheeter is +/- .125 inches (1/8 of an inch) (3.175 mm). The sheeter mechanism that cuts the MD direction of the sheet does not allow for a tighter tolerance. If a tighter MD tolerance is required it must be trimmed by the trimmer.

6.1.2.3. The Sheeter in the finishing room. The sheeter in the finishing room does not have slitters but because the sheeter must use rolls made on a rewinder that has slitters, the CD or width of the sheets in the finishing room can be up to .125 inches (1/8 of an inch) (3.175 mm). See the CD tolerance table above to set the CD tolerance for these sheeters. As above, the MD tolerance for this sheeter is +/- .125 inches (1/8 of an inch) (3.175 mm). The sheeter mechanism that cuts the MD direction of the sheet does not allow for a tighter tolerance. If a tighter MD tolerance is required it must be trimmed by the trimmer.

6.1.3. Trimmer: The Trimmer is used to make smaller sheets from a master sheet or to make the sheet meet the sheet size tolerance in the CD (width) or MD (length) direction. Trimming can be accurate to a .015 (1/64 of an inch) (0.3969 mm) inch tolerance if only a few sheets are trimmed at one time. This however will increase the cost of the conversion work. In general, trimming can be done to a tolerance of +/- .0625 (1/16 of an inch) (1.5875 mm).

6.2. Procedure to determine tolerance and setting up the sequence of the job.

6.2.1. From the customer, determine what the most critical measurement is.

6.2.2. If this measurement requires a tolerance of .015 inches (1/64 of an inch) (0.3969 mm) then this must be cut on the winder in the CD direction (width) If sheets are the final product then the roll must be moved to the sheeter. If the length measurement requires a tolerance of less than .125 inches then the sheets must be trimmed on the trimmer.

6.2.3. For most sheeted friction grades and other saturated sheets which only require a MD (length) tolerance of .125 inches, sheets maybe shipped directly from the sheeter which is in line with the saturator.

- 6.2.4. For sheeted bibulous or specialty grades** which require a tolerance of .0625 in the CD (width) and .125 in the MD (length), sheets can be shipped directly from the sheeter which is in line on PM2.
- 6.2.5. For rolls of filter media from Paper Machine #1** which require a tolerance of .0625 inches or less in the CD (width), rolls can be shipped directly from the winder in line with PM1.
- 6.2.6. All rolls produced from the Paper Machine #2 or the Saturator require a tolerance of .015 inches in the CD width, therefore** these rolls must be wound at a winder.
- 6.2.7. For all Friction grades of caliper greater than 50 mils:** In general, all friction paper that has caliper (thickness) greater than 50 mils (.050 inches) can only be sold in sheets. This paper is too thick to wind up on any size core because it will crack or break apart.

Shipping Transit:

All products will be shipped third party collect FCA, Watertown, N.Y. The title and risk passes to the Buyer upon delivery to the carrier. Under no condition will Knowlton ship product unless an agreement is in place between the two parties.

KT will consider expediting charges associated with errors caused by KT. The decision to pay additional charges must be approved by Sales or one of the Partners.

What if I have a problem with Quality, Delivery or Price?

Contact	Title	Phone	E-Mail
Fred Aldrich	Quality Assurance Manager	315-755-2650	faldrich@knowlton-co.com
Kathy Shattuck	Sales Specialist	315-755-2636	kshattuck@knowlton-co.com
Heather Magliocca	Customer Service	315-755-2631	hmagliocca@knowlton-co.com
Brenda Parent	Customer Service	315-755-2691	bparent@knowlton-co.com
Kirk Denny	Sales Manager Friction/Specialty	315-755-2612	kdenny@knowlton-co.com
AJ Garza	Sales Manager Filtration/Bibulous	315-755-2617	agarza@knowlton-co.com

Time Limit of Claims:

How long do I have to file a claim?

All complaints requesting a replacement of product or credit must be submitted immediately. No claim will be considered more than one hundred-eight (180) days from the receipt of the product unless KT grants an exception.

When can I expect a response?

Every effort will be made by KT to promptly analyze the written description of the problem and any samples provided. KT will report the findings in the shortest possible time, which will be normally within fifteen (15) days from the date a detailed complaint is received by a Sales, Technical, or Customer Service Representative.

What information or samples should I provide?

Submit a Completed Customer Complaint Form to your Sales Manager or Customer Service Representative.

The Customer Complaint Form is the last page of this document or can be forwarded to you by your Sales Manager or Customer Service Representative.

Upon completion of evaluation of the information provided, KT will consult with you on our findings and honor or adjust the debit memo you have submitted to the amount mutually agreed to by all parties involved. No debits or deductions for remittance are authorized prior to such agreement. KT expects order to be paid within terms except for disputed items only.

Knowlton Technologies' Claim Responsibility:

Value Limit:

KT will not assume liability for any claim greater than product value unless agreed upon mutually.

Investigation:

KT agrees to investigate all complaints.

Disposition of Rejected Product:

All material must be shipped back to KT with a Purchase Order (PO) and KT Return Goods Authorization (RGA) number or granted written permission to dispose of by KT. Material not returned or that has not had disposal agreed to by KT will not be considered for a rejection credit.

Credit Resolution:

KT will determine resolution and issuing of credit within thirty (30) days of complaint in most situations.

Customer Claim Responsibility:

Customer must obtain samples and/or other evidence which clearly demonstrates the problem. This includes proper notification to KT that the problem exists. It is the customers' responsibility to submit a completed KT Customer Complaint Form.

Proper Application:

KT will assist in recommending grades for end use application. However, it is the responsibility of the customer or end user to select the proper grade for the desired application based on available testing requirements.

Definitions:

Projected date:

This is the projected manufacturing date.

Ship date:

The date the release is ready to ship from KT's dock to the customer's premises. This date is used to calculate On-Time-Delivery (OTD).

Delivery Date:

This is the date the product should reach the customer's dock.

Quarterly Projected Backlog:

Customers will be given updated lead times every quarter upon placement of order.

Consignment/Kanban Inventory Levels:

KT will maintain inventories only if there is a written agreement between the two parties.

On Time Delivery Guidelines:

Plus or minus two (2) days are standard unless there is a written agreement between the two parties.

PDR and T&M Paperwork:

All appropriate information is required to be to Customer Service and Job Engineering one (1) week prior to manufacturing date unless it is a repeat trial then three (3) days are required prior to manufacture date. If not in place due to lack of Customer required information the product will be removed from schedule.

Information required:

- Purchase Order
- If a customer's formula, specific furnish information
- Quantity requested
- Calipers
- Basis Weight
- Other physical properties deemed critical to the customer
- Unit of measure
- Rewind Side Out (for rolls)
- Ink Mark (color/side)
- Core Size
- Max Roll Diameter or Weight
- Special Packaging Needs/Requirements

Minimum order quantities:

Customers must order Standard Run Sizes unless otherwise agreed to by KT.

ISO/TS Certificates:

Website: www.Knowlton-co.com

Payment Procedures /Collection Procedure (for complete Terms of Sale refer to www.knowlton-co.com)

Price and Payment Terms. Prices contained in a quotation represent KT's price at the time of quotation, and may be revised by KT to reflect KT's list price in effect at the time of acknowledgment of Buyer's order. The purchase price of all goods shall be less any and all applicable allowances offered or provided by KT. If any sales, use, excise or other tax is, or should ultimately be assessed against KT by any taxing authority in connection with a sale of goods subject to these Terms of Sale, Buyer agrees and obligates itself to immediately pay the KT an amount equal to all such taxes, penalties and interest and reasonable attorney's fees expended in connection therewith. Unless a longer period is specified in KT's acknowledgment, payment in full of the price is due thirty (30) days after shipment of the goods, without discount, except that if at any time KT determines that Buyer's financial condition does not justify a sale on credit or if Buyer shall at any time be in default in any indebtedness or obligation owing to KT, then KT may require advance payment or may ship C.O.D., and may withhold shipments or releases on orders being shipped in lots. Payment must be made in U.S. dollars at (a) KT's lockbox, (b) KT's offices in the City of Watertown, NY or (c) in the case of orders based on a letter of credit, at KT's account in Key Bank, Watertown NY. Any payment not made when due shall accrue a late charge of 1-1/2% per month.

Contact	Title	Phone	E-Mail
Kathy Shattuck	Sales Specialist.	315-755-2636	kshattuck@knowlton-co.com
Heather Magliocca	Customer Service	315-755-2631	hmagliocca@knowlton-co.com
Brenda Parent	Customer Service	315-755-2691	bparent@knowlton-co.com
Kirk Denny	Sales Manager Friction/Specialty	315-755-2612	kdenny@knowlton-co.com
AJ Garza	Sales Manager Filtration/Bibulous	315-755-2617	agarza@knowlton-co.com
Kim Peterson	Accounts Receivable	315-755-2674	kpeterson@knowlton-co.com

Customer Specifications:

Contact	Title	Phone	E-Mail
Fred Aldrich	Quality Assurance Manager.	315-755-2650	faldrich@knowlton-co.com

Report Credit and Complaints:

Contact	Title	Phone	E-Mail
Brian Szafranski	Quality Assurance Director	315-755-2654	bszafranski@knowlton-co.com
Kathy Shattuck	Sales Specialist	315-755-2636	kshattuck@knowlton-co.com
Kirk Denny	Sales Manager Friction/Specialty	315-755-2612	kdenny@knowlton-co.com
AJ Garza	Sales Manager Filtration/Bibulous	315-755-2617	agarza@knowlton-co.com

Visitor Policy:

Knowlton Technologies is an ITAR (International Traffic in Arms Regulations) registered company. For compliance purposes identification (valid driver's license or passport and citizenship status are required, as well as sign-in with Receptionist. Please have proper identification with you. Visitor badges will be issued; safety shoes and safety glasses may be required and will be provided by KT.

All cell phones, laptops, cameras, or other electronic devices are strictly prohibited except in the Conference Room areas.

A KT employee must accompany all visitors at all times.

Technical data that may be part of this communication may be subject to the International Traffic in Arms Regulation (ITAR) and the Export Administration Regulations (EAR). Disclosure of technical data to Foreign persons is considered an export and is subject to the ITAR and EAR export licensing requirements/regulations.