



## FAQ

TES | 3M-MicroTouch

### Immediate Notice

**Product Continuation:** All Surface Capacitive Products (SCT), All Projective Capacitive Products (PCT), All Display Products, All Touch Components

**Shipments Will Begin:** January 1st, 2021

**Continued Support:** TES America, LLC ensures continued support of existing 3M product lines. Please refer to our team member contact sheet to direct your additional questions not addressed below. In addition, TES will be sending an automated email out to customers containing product information, company updates, and informational sections beneficial to you and your teams. The expectation is that this email will start no later than 11/20/2020.

### Can I get more detail on open order acceptable dates, quote turnaround time, and minimum order quantities?

TES is currently taking orders for product. We encourage engagement with our sales and account management staff to ensure customer setup documents are complete and product selections identified, if not completed already. If you have not been quoted from TES, please reach out to our sales team with a list of part numbers – expect a 2-3 day turnaround for pricing, pending the amount of part-numbers requested.

### What will my shipping terms be?

Depending on customer requirement, order volume and/or ship-to destination, TES will be able to offer shipping locations as noted below. Unit pricing from the various locations will be different. Please work with your sales manager to determine which option is best for your situation.

#### Shipping from locations:

Sensors/Systems/Monitors

- (1) Xiamen, China
- (2) Milpitas, California
- (3) Tainan, Taiwan
- (4) Amsterdam, Netherlands

### What can I expect for Lead-times?

Lead-times will vary depending on product, demand, and shipping terms but, TES is targeting a maximum threshold of 12 weeks manufacturing LT. Please verify lead-times with our sales and account management team or refer to your most recent quote from TES.

### Trademark and Safety Certification Guidance

TES will transition sensors and systems, PCT and SCT, from 3M to TES at the beginning of the year. These products will keep their safety and self-declared certifications upon transition. Labeling will not change from the existing 3M design, excluding the 3M logo which will be removed from the label.



**Monitors:** TES has revised the MicroTouch brand/logo (left). These products will keep their existing safety and self-declared certifications that are applicable through 3M today. TES is maintaining the same supply chain 3M established for these products without any mechanical changes. Packaging/labels will have a slight modification due to the new logo. In addition to this, TES is will be adding product into the MicroTouch brand including PCT open frame, desktop, chassis mounts, slimline, and AiO solutions.

### **When can I get first article inspection samples (if any)?**

Please work with our sales and account management team for us to understand what products are required for first article inspection. Due to the large quantity of last time buy orders placed on 3M, some products may encounter longer than expected lead-times for qualification samples. Below is an expected schedule of when samples could be available for the various product lines:

SCT sensors:	December 2020
SCT electronics:	December 2020
PCT electronics:	December 2020
PCT sensors:	February 2021
Monitors:	January 2021 for most sizes
Accessories:	Case-by-case basis

### **Who is responsible for product I purchase prior year-end?**

If product is purchase and shipped from 3M by 3M prior to year-end, the customer is required to contact 3M on any quality, warranty, and/or RMA questions. When purchased from TES, you should contact the TES quality team. Please see the contact information.

### **What product support can I expect?**

TES has a team of FAE's, ME's, and EE's that are available to work directly with your team to understand application needs, new product designs/opportunities and answer any questions you may have as we approach our expected ship date. We ask that you route questions through your TES account manager/sales representative, who will then pull in the necessary people/resources to best satisfy your demands, requests and (or) questions.

### **What is the TES product transition plan?**

**Sensors/Systems Surface Capacitive (SCT):** TES will provide 3M equivalent SCT sensors using the TES manufacturing process. This process will uphold the 3M performance expectations, mechanical design, and durability that customers have come to expect. SCT electronics will remain exactly the same. All electronic board schematics will stay the same. The manufacturing location for electronics will move from Minnesota to Xiamen, China. Support for the current EXII chipset will remain the same.

**SCT Sensors:** TES will be utilizing the long proven TPK manufacturing process. That process provides improved touchscreen performance in two ways. First, TPK uses an antimony doped tin oxide coating that is deposited by a physical vapor deposition (PVD/sputtering) process for the transparent metal. This coating produces bulk resistivity in the 1200-2000 ohms per square range while achieving less variability in the resistance which leads to improved sensor linearity.



The other improvement is in the application of the protective coating over the metal oxide layer. TPK uses a silica-based sol gel fluid for the protective coating. The spray process creates a stack of small SiO<sub>2</sub> lenses on the surface of the screen that are randomly stacked on top of each other and then fused to the surface at high temperature. Those random lenses provide a natural anti-glare functionality and since there is variation in the topography of the surface (it is not inherently smooth), the coating is by nature smooth to the touch and minimizes fingerprints.

**Sensors/Controllers Projected Capacitive (PCT):** TES is maintaining the **same exact** supply chain as 3M without any changes to product previously qualified through 3M. In addition to this, TES will be quoting TPK PCT glass for alternative solutions on a case by case basis for those customers who are interested in a secondary solution, aggressively priced without a loss in performance expectations.

The manufacturing location for PCT electronics will move from Minnesota to Xiamen, China.

**Monitors:** The existing monitor portfolio will be built by the contract manufacturers 3M established, there will be no product changes made to these solutions.

### **What is our warranty for product?**

PCT sensors (metal mesh):	3 years
PCT sensors (ITO):	1 year
PCT electronics:	3 years
SCT sensors/electronics:	3 years
Monitors:	3 years

*Any claim for breach of the foregoing warranty must be submitted to TES no later than twelve months, or as set forth in writing in the quotation or specification, from the date of shipment by TES. TES will, in the event any goods or services fail to conform to the foregoing warranty, at its discretion either:*

- (1) Repair the non-conforming goods at its expense*
- (2) Replace the non-conforming goods at its expense*
- (3) Refund the purchase price to the purchaser*