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## **GRI IDENTA-SEAL VITON®**

### **TECHNICAL BULLETIN**

Re: Genuine Viton® licensee program and customer contract fabricators

Recently quality issues have arisen with parts that were made with GRI Identa-Seal Compound based on Viton®. In one instance issues arose when a customer's contract fabricator, who was not a part of the Genuine Viton® licensee program, had not properly post cured the material. In another instance black streaks on Identa-Seal GF-S Gold was a result of the mold not being properly cleaned.

When procedures are not properly followed during processing, curing or post curing it affects the physical and mechanical properties of the part. This can lead to failure, which can have serious consequences. When an Identa-Seal Compound based on Viton® is made outside of the supply chain, the customer is not getting the intended quality that they are asking for and the material cannot be certified as Genuine Viton® due to the absence of traceability.

Any issues that arise in these instances are not only a reflection on GRI; they are a reflection on the entire DuPont supply chain and cannot be tolerated. Therefore, in any instance where GRI Identa-Seal Compound based on Viton® is to be supplied to a customer's fabricator, that fabricator must be a part of the Genuine Viton® licensee program and must follow specified processing, curing and post curing procedures.

Additionally, all communications between a distributor and their fabricator with anyone in the supply chain other than GRI is forbidden without prior approval by GRI, and only then when GRI remains a part of the communication process. This is necessary to maintain the integrity of the program and to prevent any confusion or miscommunication.