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August 31, 2007

Dear Valued Customer:

Product Alert – Dresinate® X and XX Rosin Soap

WARNING: FIRE RISK. PRODUCT CAN AUTOOXIDIZE AT ELEVATED STORAGE TEMPERATURES. KEEP PRODUCT STORED IN A WELL VENTILATED AND COOL ENVIRONMENT.

Two recent reports of product heating and smoking have demonstrated that Dresinate X and Dresinate XX can heat up, smolder, smoke, and potentially catch fire, or cause fire due to improper or inadequate storage precautions. If you have or know of a customer who may have inventory of this product, you should immediately inspect or direct others to inspect the product and take the following actions:

- 1) Visual Observation** – Check for visible smoke in or around product storage area.
- 2) Physical Observation** – Check the core temperature of the stored product. The temperature should not be more than 10 °F (6 °C) higher than the ambient temperature of the surrounding area. The temperature should never exceed 100 °F (38° C). Do not penetrate product packaging with the thermometer; only check the temperature between bags.
- 3) Ensure Proper Storage at All Times** – Review the attached recommendations for the proper storage and handling of Dresinate X and Dresinate XX to ensure you are in compliance.
- 4) Confirmation** – All future shipments will be put on hold until confirmation of proper handling and storage has been received from each customer location.
- 5) Action Required** – Please acknowledge receipt of this letter and confirm proper storage of Dresinate X and Dresinate XX by September 7, 2007. Contact Tom Hannigen (302) 992-7112 or Dwight Chapman (904) 264-2301.

As we continue to investigate and address this safety concern, we will keep you informed.

Respectfully yours,

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Dresinate® X and XX Rosin Soap Safe Handling and Use Recommendations

If improperly stored, Dresinate X and Dresinate XX may autooxidize and pose a potential fire risk.

Proper storage conditions are as follows:

- 1) Store in a cool, dry, well-ventilated area at 68° F (20°C).
- 2) Do not stack pallets of Dresinate X and Dresinate XX.
- 3) In hot weather monitor the interior temperature of Dresinate X and Dresinate XX pallets, if the temperature increases to 100°F (38° C) or higher, increase ventilation and/or take the bags off the pallet to provide cooling.
- 4) Broken or damaged bags will allow oxygen to contact the product. Remove any damaged bags and spilled Dresinate X and Dresinate XX and dispose of properly according to MSDS.
- 5) Clean up spills immediately and avoid dust formation.
- 6) Avoid storing Dresinate X and Dresinate XX near flammable materials, especially materials that emit flammable vapors.

If excessive heating is suspected:

- 1) Generally the evidence of excessive heating will be visible smoke.
- 2) Immediately move the Dresinate X and Dresinate XX pallet to the outdoors, away from any flammable material. If visible smoldering or flame is present, douse the affected area with water before moving.
- 3) If conditions allow (minimal smoke and good ventilation) un-stack the pallet to recover Dresinate X and Dresinate XX bags that are unaffected by autooxidation.
- 4) Douse any bags with water that do show signs of excessive heating (e.g. smoke, smoldering, bag discoloration, or charring).
- 5) Once the heat build up is removed, autooxidation process should cease. However, you should continue to monitor the storage of this product.

MSDS

In addition to the above precautions and instructions, thoroughly read and understand the MSDS for Dresinate X and Dresinate XX before handling or storing this material.

Flammable Dust Potential - Dresinate X and Dresinate XX dust is potentially flammable. Please review the Dresinate X and Dresinate XX MSDS sections 2, 3, 7 and 8 for more information.

Hazardous Combustion Products - Combustion products of Dresinate X and Dresinate XX may be hazardous. Please review MSDS sections 5, 8, and 10 for more information.