

Frequently Asked Questions:

Supply disruptions questions

Q: Why is 3M currently experiencing supply chain delays for 3M™ Glass Cloth Tapes?

A: Raw material shortage of glass cloth & glass cloth fibers globally are impacting supply chains. As a result, we are experiencing service disruptions and longer than normal lead times.

Q: Which products are impacted?

A: 3M™ Glass Cloth Tape 361
3M™ Glass Cloth Tape 361L
3M™ Glass Cloth Tape 398FR
3M™ Glass Cloth Tape 398FRP
3M™ Glass Cloth Tape 399FR

Q: What is 3M doing to resolve these issues?

A: 3M is working with additional suppliers. We are continuing to evaluate all options to minimize potential customer impact.

Q. Will there be changes to the affected products if raw materials from alternative suppliers are used?

A: The products are expected to be the same and meet current specifications for the product. We will alert you, as appropriate, of notifiable changes. As is always the case, because we don't have visibility to your applications and manufacturing processes, you are responsible for determining whether the product is suitable for your intended purpose and your manufacturing operations.

Q: Is there a date or timeframe where we will see supply improvement?

A: At this time, we are uncertain. Based on the current information, we expect the situation will improve and return to a more stable supply as we progress into second quarter 2023.

Q: What alternatives are available to me?

A: In some cases, it might be possible to substitute one 3M product for another. Please work with your local sales and/or technical representative to better understand potential options.

Order-specific questions:

Q: Why are lead times for certain products not showing in bCom?

A: At this time, due to the dynamic circumstances, we are unable to show lead times in our systems. If the order is released, a date will be provided with a re-acknowledgment notification and will be visible in bCom. If not released, the order will show "In Review" until inventory is replenished. If orders show "In Review," it means 3M cannot yet determine an estimated delivery date. Updates on order status and lead times will be available in bCom once the product has been released.

Q: When will I be able to see inventory levels again?

A: This information will become available once the constrained supply situation has been resolved. Be sure to check back on bCom for the latest updates.