



REP UPDATE

December 2025
Retail Edition



Merry Christmas!

It's that time of the year again! A season to be merry and celebrate the end of another amazing year. We at XYNYTH would like to wish you and your families a merry Christmas and appreciate all the hard work you've put in to make this period another success; it is important to spend this time with loved ones and prepare for the upcoming year which is just right around the corner. Stay safe and blessed!

With love from XYNYTH.

Holiday Operation Schedule
XYNYTH Office:

- **Thursday, Dec 25 – Closed**
- **Friday, Dec 26 – Closed**
- **Thursday, Jan 1 – Closed**



chipping and spalling—where the surface layer of concrete flakes, peels, or breaks away. While this type of damage is common, it's not just a cosmetic problem; if left unrepaired, spalling can allow water and chemicals to penetrate deeper, weakening the structure over time. XYNYTH has an in-depth article for endusers on our website, under our [Icemelt Resource Center](#), [check it out](#).

Warehouse Holiday Schedules

With the festive season approaching, it is essential that customers are made aware of warehouse closures across Canada and the U.S. These closures vary by location:

- **December 24–26 & 31**
- **January 1–2**

Be sure to encourage customers to plan ahead and secure stock early to avoid interruptions. This ensures safe, timely deliveries and helps everyone enjoy a smooth and enjoyable holiday season.

**Warehouse
Holiday Closures**

XYNYTH Online Ordering System

Please remind your customers that those who place orders through the **XYNYTH Online Ordering System** receive an **automatic 1% discount**.

This is a simple way for them to save on every order. If any customer is interested in being set up online, contact us and we will handle the registration. It's an easy value-add they will appreciate



How to Repair Chipped and Spalled Concrete

Winter can be harsh on concrete surfaces. Freezing temperatures, expansion and contraction from the freeze-thaw-cycle, and constant moisture exposure can lead to

BONJOUR HELLO HOLA



XYNYTH Is Going Multilingual

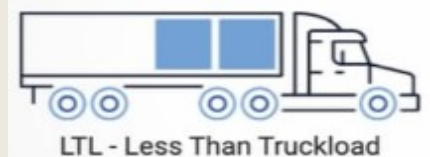
Bonjour and Hola! We're excited to share that the XYNYTH website is currently developing full French and Spanish versions of our main site. This initiative will help us reach more customers, improve accessibility, and ensure clearer communication. By offering multilingual options, we make it easier for everyone to explore our products and avoid getting lost in translation

Freight Quote Requests - LTL.

Although XYNYTH is not a logistics company, we can arrange freight quotes on behalf of customers when needed. To avoid delays and ensure accurate pricing, please collect complete receiving details, including:

- **Receiving contact person and phone**
- **Appointment requirements**
- **Receiving hours**
- **Dock availability**
- **Need for pallet jack or power tailgate**
- **Is it Commercial/Residential?**
- **Any special instructions**

If these details are not provided, carriers will assume standard dock access with no additional equipment. Any extras added later may incur additional charges. Gathering full information upfront ensures efficient coordination with our freight partners.





Feature product Winter Warrior Enviro LEADer Icemelter.

For customers managing LEED-certified or environmentally sensitive buildings, our Winter Warrior Enviro LEADer Icemelter is the ideal solution.

This product contains no salt, chlorides, or nitrogen, making it safe for steel, metals, concrete structures, and areas with corrosion concerns. It is biodegradable at -21°C (-6°F) low temperatures, more economical and powerful than 100% CMA.



Enviro LEADer can be applied as a granule or as a liquid, allowing access to difficult or restricted areas. Winter Warrior products are fully stocked and available on a first-come, first-served basis. This is a perfect time to highlight its strengths to customers responsible for green-certified buildings or high-value infrastructure.

Arctic Eco Green® 12 lb. Jug Discontinued



The Arctic Eco Green® 12 lb. jug (200-60012, 4/case) has officially been discontinued due to low demand. Limited stock remains and will carry us through the 2025-2026 season. If you have customers who require this product, please reach out soon while supplies last

Orders ready to pick up in 24 hrs.

As we move into the busiest stretch of the season, please remind your customers that XYNYTH processes all in-stock orders within 24 hours of receipt. Once an order is received, we will issue an order confirmation and have the product ready to pick up the next day, provided inventory is available. If an item is not in stock, preparation will require 5-7 business days, after which transit time will apply depending on the destination. XYNYTH will confirm the order as soon as the product becomes available for sale. Clear communication will help ensure smooth planning during this high-demand period.



Competitors no longer offering a Safe for Pets icemelter

Recently, we have seen a surge in demand for our Groundworks Natural icemelter, a safe for pets choice when it comes to melting ice.

Several of our competitors can no longer state they offer a 'Safe for Pets' icemelter. The product they offered had number of harmful chemicals.

Several competitors also don't list their SDS or Technical data to back up their claims.

Groundworks Natural icemelter is made from natural Potash, and the refining process of Potassium Chloride.

Some customers will notice the price difference between a cheap blend they were purchasing but also have realized, the cheaper item they were buying was not true to its claims



ISSA 2025 Review

It was great meeting with you, our extended partners in the field at the ISSA 2025 show in Vegas.

ISSA was a robust show, and we had the opportunity to meet with current and new customers as well.

Any leads that are available will be distributed to our reps / customers in the field.

This was XYNYTH's largest show and we went all out with an XMAS theme to celebrate the upcoming holiday season



Arctic Heat-X availability Reminder

Arctic HEATX RoofTabs use the power of HEAT to keep you and others safe from falling ice. It quickly melts the ice preventing ice dams and clearing drains, avoiding costly damage and repairs.

Now available in Case quantity (4 boxes / case) OR pallet quantity. Each box has 48 Rooftabs.

