

Xpert® BCR-ABL, catalog BCR-100N-10 lot 1000018008 (cartridge lot 21501)  
January 4, 2017  
Device Destruction Required

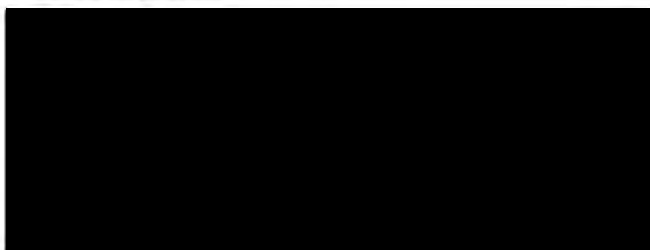
January 10, 2017

Dear Valued Customer:

Thank you for using the Xpert® BCR-ABL assay. According to our records, you have received Xpert® BCR-ABL, catalog BCR-100N-10 lot 1000018008 (cartridge lot 21501). Internal tests conducted at Cepheid show that BCR-100N-10 meets performance claims up to 12 months after the date of manufacture instead of the current expiration dating; therefore, BCR-100N-10 lot 1000018008 (cartridge lot 21501) expired on December 2, 2016. Results from tests run after December 2, 2016 should be reviewed for outliers not associated with known clinical factors (e.g. therapy compliance).

Cepheid will provide replacement product for BCR-100N-10 lot 1000018008 (cartridge lot 21501) currently in your inventory. You should document (see below), stop using and then dispose of any remaining product from this lot that is in your inventory. To receive your replacement product, please provide information on page 2 acknowledging receipt of this letter and send this form to the Cepheid customer service/order management group with whom you regularly place orders for Xpert assays; see table below. Replacement product should ship to you within 3-5 business days following receipt of this form.

Please accept our apology for this event. Cepheid remains committed to providing you with the highest quality products possible.



Region	Telephone	Technical Support Email	Order Management Email
US	+ 1 888 838 3222	techsupport@cepheid.com	ordermanagement@cepheid.com
Australia and New Zealand	+ 1800 107 884 (AU) + 0800 001 028 (NZ)	techsupportANZ@cepheid.com	cepheid.ANZ@cepheid.com
Brazil and Latin America	+ 55 11 3524 8373	latamsupport@cepheid.com	americas_ex-us@Cepheid.com
China	+ 86 021 5406 5387	techsupportchina@cepheid.com	katherine.foo@cepheid.com
France	+ 33 563 825 319	support@cepheideurope.com	ordersdirect@cepheid.com
Germany	+ 49 69 710 480 480	support@cepheideurope.com	kundenservice@cepheid.com
India, Bangladesh, Bhutan, Nepal, and Sri Lanka	+ 91 11 48353010	techsupportindia@cepheid.com	ordermanagement@cepheid.com
Italy	+ 39 800 902 567	support@cepheideurope.com	ordersitaly@cepheid.com
Japan	+ 0120 95 4886	support@japan.cepheid.com	toru.chiku@cepheid.com
South Africa	+ 27 861 22 76 35	support@cepheideurope.com	order.sa@cepheid.com
United Kingdom	+ 44 3303 332 533	support@cepheideurope.com	sales@cepheideurope.co.uk
Belgium and Netherlands	+33 563 825 3319	support@cepheideurope.com	orders@cepheidbenelux.com
Other European, Middle East, and African countries	+ 33 563 825 319 + 971 4 253 3218	support@cepheideurope.com	orderspartners@cepheideurope.com ordershdbc@cepheidhdbc.com
Other countries not listed	+ 1 408 400 8495	techsupport@cepheid.com	ordermanagement@cepheid.com



Please complete the following information acknowledging receipt of this letter:

<b>Customer Name:</b>	
<b>Ship to Address:</b>	
<b>Phone Number:</b>	
<b>E-mail:</b>	

Please select one choice:

- ☐ I acknowledge receipt of this letter and I am not requesting any replacement product.
- ☐ I acknowledge receipt of this letter, certify that I have Xpert® BCR-ABL, catalog BCR-100N-10 lot 1000018008 (cartridge lot 21501) and I am requesting replacement product.

**Quantity Cartridges On-hand:** \_\_\_\_\_ BCR-100N-10 lot 1000018008 (cartridge lot 21501)

**Product Disposal Attestation:** I attest that I will dispose of any remaining Xpert® BCR-ABL, catalog BCR-100N-10 lot 1000018008 (cartridge lot 21501).

**Print Name:** \_\_\_\_\_

**Print Title:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_





Xpert® BCR-ABL, catalog BCR-100N-10 lot 1000018784 (cartridge lot 21701)  
January 4, 2017  
Updated Expiration Dating

January 10, 2017

Dear Valued Customer:

Thank you for using the Xpert® BCR-ABL assay. According to our records, you have received Xpert® BCR-ABL, catalog BCR-100N-10 lot 1000018784 (cartridge lot 21701). Internal tests conducted at Cepheid show that BCR-100N-10 meets performance claims up to 12 months after the date of manufacture instead of the current expiration dating; therefore, BCR-100N-10 lot 1000018784 (cartridge lot 21701) will expire on January 11, 2017. Please continue using BCR-100N-10 lot 1000018784 (cartridge lot 21701) up to and including the expiration date of January 11, 2017.

Cepheid will provide replacement product for BCR-100N-10 lot 1000018784 (cartridge lot 21701) in your inventory after January 11, 2017. You should document (see below), stop using and then dispose of any remaining product from this lot that is in your inventory after January 11, 2017. To receive your replacement product, please provide information on page 2 acknowledging receipt of this letter and send this form to the Cepheid customer service/order management group with whom you regularly place orders for Xpert assays; see table below. Replacement product should ship to you within 3-5 business days following receipt of this form.

Please accept our apology for any inconvenience. Cepheid remains committed to providing you with the highest quality products possible.

Region	Telephone	Technical Support Email	Order Management Email
US	+ 1 888 838 3222	techsupport@cepheid.com	ordermanagement@cepheid.com
Australia and New Zealand	+ 1800 107 884 (AU) + 0800 001 028 (NZ)	techsupportANZ@cepheid.com	cepheid.ANZ@cepheid.com
Brazil and Latin America	+ 55 11 3524 8373	latamsupport@cepheid.com	americas_ex-us@Cepheid.com
China	+ 86 021 5406 5387	techsupportchina@cepheid.com	katherine.foo@cepheid.com
France	+ 33 563 825 319	support@cepheideurope.com	ordersdirect@cepheid.com
Germany	+ 49 69 710 480 480	support@cepheideurope.com	kundenservice@cepheid.com
India, Bangladesh, Bhutan, Nepal, and Sri Lanka	+ 91 11 48353010	techsupportindia@cepheid.com	ordermanagement@cepheid.com
Italy	+ 39 800 902 567	support@cepheideurope.com	ordersitaly@cepheid.com
Japan	+ 0120 95 4886	support@japan.cepheid.com	toru.chiku@cepheid.com
South Africa	+ 27 861 22 76 35	support@cepheideurope.com	order.sa@cepheid.com
United Kingdom	+ 44 3303 332 533	support@cepheideurope.com	sales@cepheideurope.co.uk
Belgium and Netherlands	+33 563 825 3319	support@cepheideurope.com	orders@cepheidbenelux.com
Other European, Middle East, and African countries	+ 33 563 825 319 + 971 4 253 3218	support@cepheideurope.com	orderspartners@cepheideurope.com ordershdbc@cepheidhdbc.com
Other countries not listed	+ 1 408 400 8495	techsupport@cepheid.com	ordermanagement@cepheid.com



Please complete the following information acknowledging receipt of this letter for

<b>Customer Name:</b>	
<b>Ship to Address:</b>	
<b>Phone Number:</b>	
<b>E-mail:</b>	

Please select one choice:

- ☐ I acknowledge receipt of this letter and I am not requesting any replacement product.
- ☐ I acknowledge receipt of this letter, certify that I have Xpert® BCR-ABL, catalog BCR-100N-10 lot 1000018784 (cartridge lot 21701) and I am requesting replacement product for my remaining inventory after January 11, 2017.

**Quantity Cartridges On-hand:** \_\_\_\_\_ BCR-100N-10 lot 1000018784 (cartridge lot 21701)

**Product Disposal Attestation:** I attest that I will dispose of any remaining Xpert® BCR-ABL, catalog BCR-100N-10 lot 1000018784 (cartridge lot 21701).

**Print Name:** \_\_\_\_\_

**Print Title:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_





Xpert® BCR-ABL, catalog BCR-100N-10 lot 1000027258 (cartridge lot 21703)  
January 4, 2017  
Updated Expiration Dating

January 10, 2017

Dear Valued Customer:

Thank you for using the Xpert® BCR-ABL assay. According to our records, you have received Xpert® BCR-ABL, catalog BCR-100N-10 lot 1000027258 (cartridge lot 21703). Internal tests conducted at Cepheid show that BCR-100N-10 meets performance claims up to 12 months after the date of manufacture instead of the current expiration dating; therefore, BCR-100N-10 lot 1000027258 (cartridge lot 21703) will expire on March 1, 2017. Please continue using BCR-100N-10 lot 1000027258 (cartridge lot 21703) up to and including the expiration date of March 1, 2017.

Cepheid will provide replacement product for BCR-100N-10 lot 1000027258 (cartridge lot 21703) in your inventory after March 1, 2017. You should document (see below), stop using and then dispose of any remaining product from this lot that is in your inventory after March 1, 2017. To receive your replacement product, please provide information on page 2 acknowledging receipt of this letter and send this form to the Cepheid customer service/order management group with whom you regularly place orders for Xpert assays; see table below. Replacement product should ship to you within 3-5 business days following receipt of this form.

Please accept our apology for any inconvenience. Cepheid remains committed to providing you with the highest quality products possible.

Sincerely,

Region	Telephone	Technical Support Email	Order Management Email
US	+ 1 888 838 3222	techsupport@cepheid.com	ordermanagement@cepheid.com
Australia and New Zealand	+ 1800 107 884 (AU) + 0800 001 028 (NZ)	techsupportANZ@cepheid.com	cepheid.ANZ@cepheid.com
Brazil and Latin America	+ 55 11 3524 8373	latamsupport@cepheid.com	americas_ex-us@Cepheid.com
China	+ 86 021 5406 5387	techsupportchina@cepheid.com	katherine.foo@cepheid.com
France	+ 33 563 825 319	support@cepheideurope.com	ordersdirect@cepheid.com
Germany	+ 49 69 710 480 480	support@cepheideurope.com	kundenservice@cepheid.com
India, Bangladesh, Bhutan, Nepal, and Sri Lanka	+ 91 11 48353010	techsupportindia@cepheid.com	ordermanagement@cepheid.com
Italy	+ 39 800 902 567	support@cepheideurope.com	ordersitaly@cepheid.com
Japan	+ 0120 95 4886	support@japan.cepheid.com	toru.chiku@cepheid.com
South Africa	+ 27 861 22 76 35	support@cepheideurope.com	order.sa@cepheid.com
United Kingdom	+ 44 3303 332 533	support@cepheideurope.com	sales@cepheideurope.co.uk
Belgium and Netherlands	+33 563 825 3319	support@cepheideurope.com	orders@cepheidbenelux.com
Other European, Middle East, and African countries	+ 33 563 825 319 + 971 4 253 3218	support@cepheideurope.com	orderspartners@cepheideurope.com ordershdbc@cepheidhdbc.com
Other countries not listed	+ 1 408 400 8495	techsupport@cepheid.com	ordermanagement@cepheid.com



Please complete the following information acknowledging receipt of this letter for

<b>Customer Name:</b>	
<b>Ship to Address:</b>	
<b>Phone Number:</b>	
<b>E-mail:</b>	

Please select one choice:

- ☐ I acknowledge receipt of this letter and I am not requesting any replacement product.
- ☐ I acknowledge receipt of this letter, certify that I have Xpert® BCR-ABL, catalog BCR-100N-10 lot 1000027258 (cartridge lot 21703) and I am requesting replacement product for my remaining inventory after March 1, 2017.

**Quantity Cartridges On-hand:** \_\_\_\_\_ BCR-100N-10 lot 1000027258 (cartridge lot 21703)

**Product Disposal Attestation:** I attest that I will dispose of any remaining Xpert® BCR-ABL, catalog BCR-100N-10 lot 1000027258 (cartridge lot 21703).

**Print Name:** \_\_\_\_\_

**Print Title:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

