



September 8, 2021

Re: Hygiena™ Product Stability During Shipping

Dear Valued Customer:

Customer satisfaction is the central focus of Hygiena, and we strive to ensure the highest quality of our products.

Hygiena products are robust and have long shelf life at the recommended long-term storage temperatures. Due to potential extended shipping times related to the global pandemic, Brexit, and holidays, it is possible that Hygiena products may arrive at a customer site with ice packs that have thawed. In preparation for these potential delays, Hygiena has conducted stability studies to confirm that our products are resistant to temperature conditions found with potential extended shipping times. Assay performance met or exceeded our product release specifications after temperature abuse in ship/shock testing. As a result, we are issuing the following guidance:

- Hygiena Environmental Monitoring devices such as ATP devices, InSite, MicroSnap, Q-Swab can tolerate 28 days at 21°C or 7 days at 37°C without significant loss of activity.
- Hygiena Innovate products tolerate 7 days at 25°C without significant loss of activity.
- Hygiena BAX® System kits (tablets & lysis reagents) tolerate 28 days at 25°C without significant loss of activity.
- Hygiena RiboPrinter® System MP Inserts & DNA Prep kits tolerate 7 days at 25°C and 37°C without significant loss of activity.

When Hygiena products are shipped insulated and with “blue ice”, the core function of that packaging is to protect the products from excessive temperatures during shipping. We value your business and your trust in our products. If you have any questions regarding this guidance, please contact TechService@hygiena.com.

Sincerely,

A handwritten signature in black ink that reads "Shannon Bullard".

Shannon Bullard
Manager, Global Product
Hygiena