

Frickenhausen, 25th March 2026

## CUSTOMER INFORMATION LETTER

# DEFORMATION IN THE THREADED AREA OF 4 ML CRYO.S WITH EXTERNAL THREAD

Dear Sir or Madam,

We want to inform you of an issue concerning the **4 ml Cryo.s with External Thread**, where we identified that a limited number of Cryo.s tubes from specific finished product lots may show a slight deformation in the threaded area which, in rare cases, could lead to leakage when the tube is inverted. Internal testing indicates that the occurrence rate is low and the defect is clearly visible. Cryo.s without this obvious defect within the affected lots do not carry an increased risk of failure; their performance and safety remain fully in line with the intended use. Nevertheless, in line with our quality and regulatory commitments, we would like to inform you of this potential issue.

For convenience, the potentially affected product lot numbers are listed below so you can easily verify whether your stock may be impacted:

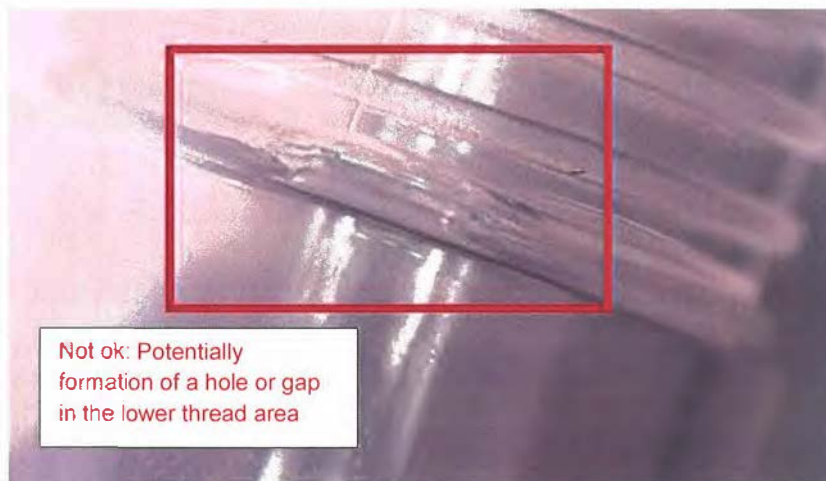
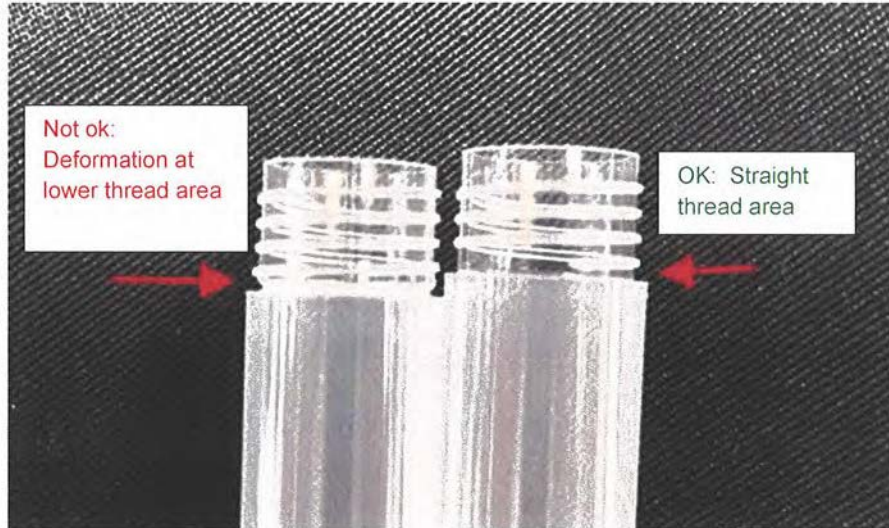
### Part No. , Description and Lot number:

- **127263** Cryo.s 4ml External Thread Natural Cap, lots **E25103GQ** (starting Box 120 and higher), **E2512367**, **E260138D**
- **127277** Cryo.s 4ml External Thread Green Cap, lot: **E25103JA**
- **127263-2DG** Cryo.s 4ml External Thread Natural Cap with Datamatrix, lot: **E25113BE**

### Guidance for Handling:

To address this issue, we kindly ask for your cooperation:

1. **Inventory Check:**
  - Verify if your inventory includes products from the affected batches as listed above
2. **Visual Check before using:**
  - As a precaution, we recommend visually checking tubes from these lots for any deformation, visible gap, hole, or tear in the threaded area before use



3. **Confirmation of Receipt and Acknowledgement of this Infomailing:**
  - Please send us a confirmation of receipt and acknowledgment of this customer information letter along with the attached form to **until Friday 10<sup>th</sup> April, 2026**
4. **Refund or Exchange:**
  - Should you identify any affected tubes, please contact us so we can arrange appropriate replacement or compensation.

making a difference



Since the health and safety of our customers and users are very important to us, we kindly ask you to ensure that the required personal protective equipment (PPE) is worn when handling samples and that Cryo.s tubes are stored in an upright position whenever possible.

We regret any inconvenience this may cause and remain committed to maintaining the highest quality standards for our products.

If you have any questions or require further assistance, please contact your Greiner Bio-One representative.

Thank you for your understanding and prompt action on this matter.

Best regards,