



**Lonza**

DATE: 29<sup>th</sup> November 2017

### Update Regarding Availability of Certain BioWhittaker™ Classical and Specialty Media and Lonza Primary Cells Media

Our supplier, Lonza, is experiencing delivery delays for certain BioWhittaker™ Classical and Specialty Media, and Lonza Primary Cells Media. The delays are due to issues identified in early 2017 which required improvements at Lonza's Walkersville manufacturing facility. The implementation has significantly impacted Lonza's ability to produce media in Walkersville throughout 2017. Lonza anticipates supply to slowly begin to increase as the improvement project moves forward. Please know shortages are expected to carry on into 2018.

As Lonza begins to ramp up its production efforts, it is prioritising the manufacturing of Research Use Only (RUO) labelled media products over the next 6 months. Its immediate focus will be on the highest volume products for both BioWhittaker™ Specialty Media and Clonetics™ Primary Cells Media. In order to increase visibility of future product availability, Lonza will be launching [www.lonza.com/RUOmedia](http://www.lonza.com/RUOmedia) in early December. Please bookmark this page for future reference.

Scientific Lab Supplies & Lonza would like to thank you for your continued business and patience throughout this process. Lonza expects to resume normal supply levels in 2018.

Lonza are committed to ensuring all of its products meet the required quality standards and thanks you for your patience as it works to improve its Media operations in Walkersville.

Sincerely,

A handwritten signature in blue ink that reads 'P. Hutchinson'.

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