



Lonza

DATE: 26th March 2018

Update Regarding Availability of Certain BioWhittaker™ Classical and Speciality Media

Further to the correspondence issued last year, SLS wish to update our customers with the latest news regarding the supply of Lonza media.

The manufacturing problems Lonza experienced last year have created a back-log of orders as their Production Team try to cope with the enormous demand for media. Due to new QA and QC manufacturing procedures Lonza have had to put in place, the actual release dates of products from their production facilities has been extended.

Lonza's initial focus was on the highest volume products for BioWhittaker™ Speciality Media inclusive X-Vivo, Insect-XPRESS, PowerCHO etc. As Lonza have now ramped up its production efforts, it is prioritising the manufacturing of Research Use Only (RUO) labelled media and they expect normal supply levels and regular shipments to be resumed in the second half of 2018.

Finding gaps in their production schedules due the back-log is their main issue. Please be aware that any dates given by SLS are estimates and where we have large volumes of the affected media we cannot guarantee how much of our outstanding back-orders we will receive.

We understand how critical these media's are to our Researchers and are offering suitable alternatives where available. However some of the Lonza Speciality ranges have proprietary formulations and therefore SLS cannot offer exact alternatives.

SLS are committed to ensuring all of its customers receive the best level of service during this difficult period for Lonza and we thank you for your patience.

Yours Sincerely,

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

General Manager – Specialist Products

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