

Dear NanoCollect Customers, Distributors and Suppliers,

Thank you for your continued support over the years and during these uncertain times!

We find ourselves faced with the extraordinary impact of the COVID-19 pandemic on our personal and professional lives. Like you, NanoCollect is closely monitoring the latest reports from the Centers for Disease Control (CDC) and World Health Organization (WHO) and we have taken precautionary measures for the health and safety of our customers and colleagues, including:

- Relaying important pandemic information to increase prevention for our staff and partners
- Restricting all non-essential employee travel
- Limiting facility entry to essential employees
- Implementation of a work-from-home requirement for non-production staff
- Maintaining a core team to address customer support
- Increasing communications with our business partners to anticipate and adapt to upstream suppliers' issues and to better prepare for downstream customer needs
- At this time, we can report that there have been no disruptions to our supply chain and we continue to advance critical development projects remotely, minimizing the impact on our business activities

We will continue to maintain the highest level of customer support. Our team of Field Application Scientists, Technical Support and Technical Sales Specialists are available to support our global customers from the safety of their homes. NanoCollect is available by email or phone to address any questions you might have as we all navigate this new temporary reality.

In addition, our online resources will be available and expanded during this challenging period including an educational mini-webinar series, remote training and methods review, and other activities to support the continuity of research:

- Access the [WOLF User Knowledge Base](#)
- Review our [scientific content](#) with applications notes, posters, and take advantage of our educational [flow cytometry](#) resources
- Reach out to us with any question or concern at (877) 745-7678

As the impact of COVID-19 continues to evolve, please know we remain committed to providing you the exceptional support and service you expect from NanoCollect.

We look forward to continuing our efforts to bring you the best solutions for cellular research today, and into the future!

NanoCollect wishes everyone good luck and good health!



Chris Neary
CEO, NanoCollect Biomedical, Inc.