

# Product/Process Change Notice

Dear Valued Customer,

This letter is to inform you of changes to products that you have previously purchased in the last 18 months. The purpose of this communication is to notify you of two upcoming product changes to our NanoCollect® Microfluidic Sorting Cartridges. Part I of this product change notice will provide information related to a change in labeling associated with cartridge serialization. Part II of this notice will provide information regarding an upcoming design change to our NanoCollect Microfluidic Sorting Cartridges.

NanoCollect's focus on continued product/process improvements is part of our commitment to providing our customers with quality products and services. While we regret any inconvenience this announcement may cause, we appreciate and value our business relationship and look forward to your continued interest in our products.

## Part I: NanoCollect Microfluidic Sorting Cartridge Labeling Update

### Description of Change

All of our cartridge products will be moving from a 23-digit serial number (e.g. 05000091416212225000001) to a 16-digit serial number (e.g. 0500000125000001).

### Reason for Change

The new 16-digit label serialization is part of our commitment to continued product improvement, while ensuring compatibility with future product releases without the need for software upgrades.

### Impact

All WOLF Cell Sorter systems come standard with a barcode scanner capable of reading the new 16-digit label serialization barcode.

All WOLF G2 Cell Sorter systems utilize RFID technology to capture cartridge information, and do not require the use of a barcode scanner.

**IMPORTANT:** The new 16-digit label serialization will require **WOLFViewer Software version 3.3 or higher**. The new 16-digit cartridges cannot be read by earlier versions of WOLFViewer Software.

**For WOLF Customers:** This version of software can be updated automatically over-the-air if the system is connected to the internet or directly downloaded from the WOLF Users Knowledge Base at <https://nanocollect.com/wolf-users-knowledge-base-login/>

**For WOLF G2 Customers:** This software update also requires an upgrade to the instrument's firmware. Please contact NanoCollect's Technical Support Department at [support@nanocollect.com](mailto:support@nanocollect.com) to schedule your complimentary, remote upgrade.

## Products Affected

Catalog No.	Description
150501	NanoCollect Microfluidic Sorting Cartridge, Single (3 Pack)
150502	NanoCollect Microfluidic Sorting Cartridge, Single (10 Pack)
150511	NanoCollect Microfluidic Sorting Cartridge, Bulk (3 Pack)
150512	NanoCollect Microfluidic Sorting Cartridge, Bulk (10 Pack)

## Date of Change

Customers may start receiving cartridges with the new 16-digit serialization label during the month of March 2025 depending on inventory levels.

## Reliability/Qualifications Summary

The new cartridge has been tested for label utility and performance.

## Statement of Equivalency

The new 16-digit label provides complete traceability of all components used to manufacture our cartridge products and presents no change in product performance.

## Who to Contact with Questions

If you have any questions or concerns, please contact NanoCollect's Technical Support Department at [support@nanocollect.com](mailto:support@nanocollect.com), or your local sales representative.

# Part II: NanoCollect Microfluidic Sorting Cartridge Design Update

## Description of Change

The NanoCollect Microfluidic Sorting cartridge underwent design change to utilize alternative tubing sets for the sample, sheath, and purge tubing lines – thus enabling a more consistent product. The remainder of the cartridge and (if applicable) N1 tubing sets remain un-changed.

## Reason for Change

The new cartridge design enables a more consistent product for end-users.

## Impact

Customers will see no difference in the performance of the new cartridge design. The new cartridge design is equivalent or exceeds all product performance specifications.

**IMPORTANT:** The new sample and sheath tubing sets have larger inner diameters, thus will uptake a higher volume of fluid with each revolution of the peristaltic pump. To ensure the flow rates are consistent with previous cartridge versions, the sample and sheath peristaltic pumps will now rotate at slower rates.

**For WOLF Customers ONLY:** The sheath tubing set has larger overall diameter. This new outer diameter may be larger than the machined slot in the sheath door (pink arrow), thus impeding the ability to properly close the door. Please route the sheath tubing line on the outside of the metal clip to avoid damaging the tubing line.



### Products Affected

Catalog No.	Description
150501	NanoCollect Microfluidic Sorting Cartridge, Single (3 Pack)
150502	NanoCollect Microfluidic Sorting Cartridge, Single (10 Pack)
150511	NanoCollect Microfluidic Sorting Cartridge, Bulk (3 Pack)
150512	NanoCollect Microfluidic Sorting Cartridge, Bulk (10 Pack)

### Date of Change

Customers may start receiving cartridges with the new tubing sets during the month of March 2025 depending on inventory levels.

### Reliability/Qualifications Summary

The new cartridge design has been subjected to and passed verification and validation testing that is standard for our cartridges.

### Statement of Equivalency

The new cartridge design is equivalent to or exceeds the previous cartridge design in performance. There is no additional change to the type of materials used in the manufacturing of the new cartridges. There is no change to the product expiration, storage requirements, or to the customer workflow.

### Who to Contact with Questions

If you have any questions or concerns, please contact NanoCollect's Technical Support Department at [support@nanocollect.com](mailto:support@nanocollect.com), or your local sales representative.