

To: AcroMetrix Customer  
From: Linh Hoang, Director of Quality Controls  
Date: May 13, 2015  
Re: New manufacturing locations and order processing information  
Thermo Scientific™ AcroMetrix™ Quality Controls

Dear AcroMetrix customer,

To better serve our customers, we have moved our AcroMetrix operations located in Benicia, California, to our newly constructed state-of-the-art facility in Fremont, California. We are excited about this move because we have integrated AcroMetrix into Thermo Fisher Scientific's broader quality controls portfolio, enabling us to strengthen and expand our offering to our customers.

These changes will not affect the product quality or the manufacturing processes and procedures of AcroMetrix products. However, effective May 18, 2015, here are a few changes you need to be aware of:

- (1) **Vendor Setup.** Please establish our new legal entity name, Microgenics Corporation – a part of Thermo Fisher Scientific, as a vendor of AcroMetrix standards and controls:

Thermo Fisher Scientific  
Clinical Division  
2845 Argentia Road Unit# 5  
Mississauga, On L5N 8G6

Please note that on May 18, ordering from Life Technologies channels will no longer be possible. Existing open and pending orders will be shipped from Life Technologies, unless contacted by Microgenics to update the purchase order.

- (2) **Order Placement.** You may now benefit from consolidated ordering and technical product support for AcroMetrix control products using the contact information below:

Thermo Fisher Scientific  
Clinical Division  
2845 Argentia Road Unit# 5  
Mississauga, On L5N 8G6

T: 800-282-4075  
T: 905-286-4290  
F 905-286-5260

Email: [customerservice.diagnostics.ca@thermofisher.com](mailto:customerservice.diagnostics.ca@thermofisher.com)


- (3) **Branding.** AcroMetrix product literature and packaging will begin to transition Life Technologies labeling to Thermo Scientific.

Additional information will also be available at [www.thermoscientific.com/qc](http://www.thermoscientific.com/qc):

- Order placement information, by country
- List of affected products
- Frequently asked questions

Our priority is to ensure a smooth transition for you, and we encourage you to reach out to your sales representative or Customer Service team for assistance at 1-800-232-3342 or [mgc-masorders@thermofisher.com](mailto:mgc-masorders@thermofisher.com).

You have been, and remain, a valued customer. We greatly appreciate your business and look forward to continuing to serve you with an even more compelling offering of products, technologies and services.



Sincerely,  
Linh Hoang  
Director, Quality Controls