

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) **Order Placement.** You may now benefit from consolidated ordering and technical product support for AcroMetrix control products using the contact information below:  
Phone: 1-800-232-3342  
For Customer Service & Order Fulfillment, option 1, then 3 for Quality Controls  
For Technical Support, option 2, then 2 for Quality Controls  
Fax: 1-800-829-8115  
Customer Service & Order Fulfillment Email: [mgc-masorders@thermofisher.com](mailto:mgc-masorders@thermofisher.com)  
Technical Support Email: [mas.controls@thermofisher.com](mailto:mas.controls@thermofisher.com)
  
- (2) **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:  
Microgenics Corp., a part of Thermo Fisher Scientific  
46500 Kato Road  
Fremont, CA 94538-7310  
United States
  
- 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.
  
- (3) **Invoice Payment.** Standard net payment terms are 30 days from date of invoice. Direct payments to remittance address:  
Microgenics Corp  
Bank of America lockbox  
7055 Collections Center Dr.  
Chicago, IL 60693
  
- (4) **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