

Dear customer,

The problematic weather that swept the country a few weeks ago caused delays and cancellations for many manufacturers in the U.S. This situation caused a disruption in the delivery of some of the raw products we use in manufacturing process of our controls. Additionally, the nationwide blood shortage is also affecting this process. There is a tremendous shortage of blood donors throughout the world since the pandemic started and right now, this is having an effect on obtaining raw material.

In order to minimize any disruption to your ability to run controls on your Medonic analyzer we have had to set up partial shipments on upcoming releases to accommodate the maximum number of customers. This might cause you to perform an additional crossover study due to different lot numbers on the shipments until we can get back to a normal shipping schedule.

We apologize for any inconvenience this might cause you. There will not be any additional shipping charges for the extra shipment to those customers on **Standing Orders**.

The best way to assure delivery of your controls in the future is to establish a Standing Order with your distributor, we highly encourage all customers to do so. Also, PLEASE DO NOT PLACE MULTIPLE ORDERS OR ORDER FROM ANOTHER DISTRIBUTOR to try and get product during this time. We do not allocate product by distributor and they DO NOT stock this product so multiple orders for the same end user location only makes the situation worse. We ask for your patience and cooperation to help get through this shortage.

If you have any questions, please contact our Customer Support team.