

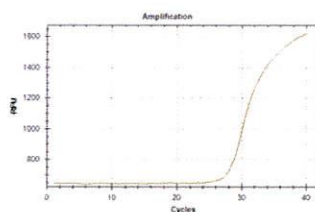
June 25, 2018

Dear Valued Customer,

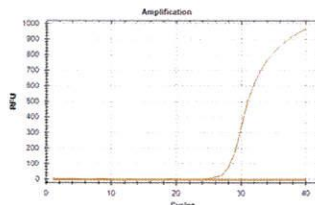
Bio-Rad has identified a quality issue affecting the factory dye calibration for HEX fluorophore in "BR Clear" plate type, for a small subset of CFX96™ optical reaction modules (catalog number 1845097-IVD). Our investigation has isolated the root cause to the factory dye calibration process and actions have been taken to prevent recurrence.

The affected dye calibration issue may result in an irregular baseline and/or falsely low signal for a Channel-3 fluorophore (e.g. ROX, Texas red, Cal Fluor Red 610, Tex 615) run in multiplex with HEX in BR Clear plate type. Please note, no other channels or factory-calibrated dyes are affected; only multiplex experiments including HEX and a Channel-3 fluorophore with BR Clear plate type appear to be affected. The issue can manifest as a dipping or upside-down trace, with an irregular baseline in channel 3, as shown below:

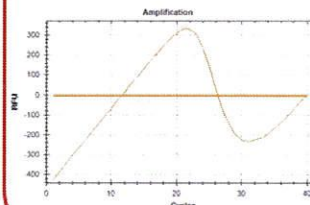
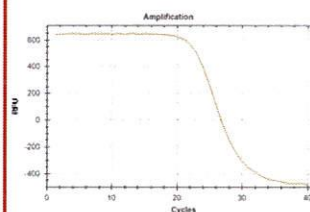
Non-Baseline
Subtracted
View:



Baseline
Subtracted
View:



Irregular



Users who previously recalibrated for HEX in BR Clear via CFX Dye Calibration Wizard may not be impacted.

Next steps:

If you do observe a similarly irregular amplification trace for a Channel-3 fluorophore multiplexed with HEX in BR Clear plate type, please call your local Technical Support and we will work with you to address the issue.

We appreciate your business as our valued customer and apologize for this issue. If you have any questions or need additional information, please contact your Bio-Rad Technical Support team for assistance.

Sincerely,



Jackie Gonzalez-Rubio
Global Product Manager
Gene Expression Business
Hercules, CA 94547