

September 30, 2026

Customer Notification Letter

Subject: Important Notice Regarding ACC PK Flex® Tube Reader Support and Future Platform Strategy

Dear Valued Customer,

As a PK Flex® customer of record you are receiving this platform strategy update, no action on your part is required at this time. For many years, the Pyros Kinetix (PK) Flex® Tube Reader has been a trusted platform for bacterial endotoxin testing (BET) laboratories around the world. We greatly appreciate your continued partnership and confidence in Associates of Cape Cod, Inc. (ACC).

We are writing to inform you of an important change regarding the PK Flex platform. Due to the decision by the original instrument manufacturer to cease operations, ACC has made the difficult decision to begin a planned phase-out of the PK Flex Tube Reader platform. While this decision was driven by circumstances outside of ACC's control, we are committed to ensuring a smooth and well-supported transition for our customers.

Effective immediately, ACC will no longer offer the PK Flex for sale to new customers. For customers with an existing PK Flex unit(s), ACC will continue to provide support for a period of five (5) years from the date of this notification (01 October 2031), contingent upon the continued availability of replacement parts and service components. During this support period, ACC will remain committed to supporting existing PK Flex users through technical assistance, troubleshooting, service support, and replacement components if available, while working closely with customers to plan for an appropriate transition to ACC's recommended microplate reader platform.

As part of our long-term strategy, ACC has selected the Agilent Epoch™ 2 Microplate Reader as our primary instrument platform for bacterial endotoxin testing applications moving forward.

The Epoch 2 platform offers numerous advantages, including:

- Industry-leading microplate reader technology supported by a global instrumentation provider
- Enhanced scalability for laboratories with changing testing volumes
- Compatibility with current and future bacterial endotoxin testing workflows

- Excellent support for recombinant BET technologies, including ACC's PyroSmart NextGen® recombinant cascade reagent
- Automation-friendly architecture that can integrate with automated liquid handling systems and future laboratory automation initiatives
- Flexible assay configuration capabilities to accommodate a variety of testing requirements
- Reduced dependence on proprietary instrumentation
- Long-term technology sustainability through a widely adopted platform with ongoing manufacturer support

ACC recognizes that transitioning instrumentation requires planning, resources, and validation activities. Our team is committed to working closely with customers throughout this process to offer a range of transition assistance options, which may include:

- Validation and revalidation guidance
- Training and onboarding support
- Technical consultation for workflow conversion
- Assistance evaluating automation opportunities and future laboratory needs

Our goal is to help customers transition at a pace that aligns with their operational and regulatory requirements while minimizing disruption to routine testing activities. Your local ACC representative is available to discuss transition options and help develop a plan that best fits your laboratory's needs.

We appreciate your continued partnership and look forward to supporting your laboratory for many years to come.

Sincerely,

ACC Global Product Support Team

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