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Subject: Support and Preparedness for the COVID-19 Outbreak

With concerns and rapidly changing challenges resulting from the COVID-19 (coronavirus) outbreak, we at Stirling Ultracold want to do our best to support you. Although the situation is dynamic, our business and supply chains currently remain operational with continued shipments of our ultra-low temperature (-70° to -80°C) freezer products to support our customer's needs for proper specimen storage. In doing so, the Stirling Ultracold team is following all health and safety guidelines issued by the CDC to protect you and our staff from the current COVID-19 outbreak, and we continually review these guidelines for updates.

We are actively monitoring the rapidly evolving needs of our healthcare infrastructure and stand ready to assist laboratories, biorepositories, hospitals and test/research facilities to address the urgency of this pandemic. To support the CDC's [Interim Guidelines for Collecting, Handling, and Testing Clinical Specimens from Persons for Coronavirus Disease](#) and VWR's [COVID-19 Virus Detection protocol/product list](#), **we are prepared to deliver our Stirling Ultracold range of products within 1 week.**

Although we have not been impacted by upstream disruptions to our supply chain, the situation remains fluid and we will work diligently with our suppliers in an effort to maintain factory schedules in these challenging times. Rest assured that our staff remains accessible and available to provide full customer support and service.

If there is anything we can help you with, please don't hesitate to reach out to your Stirling Ultracold representative or contact our Customer Experience team at 1-855-274-7900.

Kind regards,

Dusty Tenney
Chief Executive Officer