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Dear Valued Customer:

Diagnostica Stago, Inc. is committed to providing products, service and support that exceed our customers' expectations. To assure we achieve these goals, within the framework of our quality and customer satisfaction policy, Diagnostica Stago has implemented a continuous improvement process for our products and the services we provide.

The purpose of this correspondence is to announce an initiative to upgrade all STA-R[®] Series instruments to be compatible with the enhanced version 5 suction tip. The purpose of this upgrade is to improve cuvette gripping. Below is a description of the process that will occur over the next 5 months during routine service visits.

Instrument (s) Affected	Timeframe	Purpose	Action Items
STA-R [®] STA-R Evolution [®]	Next FSE visit	Upgrade all systems to latest version 5 suction tip.	<ul style="list-style-type: none">▪ Replace existing Version 4 suction tip (39163) with the latest Version 5 suction tip (87063).▪ Complete Z mapping of arm number 4▪ Provide two additional Version 5 suction tips (87063) for future use

At Diagnostica Stago, Inc., we take great pride in our products and the customers we serve. We thank you for your continued support and look forward to serving as your coagulation partner in the future. If you have any questions regarding this announcement, please call the Diagnostica Stago hotline at 800-725-0607.

Sincerely,

Mike Iosue
Director: Field Support Group