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Dear Customer,

Effective July 1st, there will be a change in the distribution network for EpreDia equipment for the clinical market. Sales and support of all EpreDia equipment will be managed by Abacus Dx. This applies only to capital equipment sales for clinical customers.

Bio-Strategy will continue to supply the same EpreDia branded consumables without disruption and provide service support until the end of any active service agreements. Unfortunately, Bio-Strategy is unable to continue with these agreements or provide any ad hoc service support after July 1st. For any service queries past this date, please contact Abacus Dx directly.

For further information please refer to the attached notification letter from EpreDia. Please feel free to contact myself or our Product Manager, Emily Goy, at Emily.goy@bio-strategy.com if you have any queries.

Thank you and we look forward to continuing to work with you to support the Anatomical Pathology community.

Sincerely,
Mark Prowse

Commercial Manager, Diagnostic and Clinical
Business Unit Technology, Scientific Solutions ANZ

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Important Update: Distribution Split of Instrumentation Support for Clinical and Research Customers

Dear Valued Customers,

We are writing to inform you of an important change regarding the distribution of Epredia products. In order to better serve the unique needs of our customers in both the clinical and research sectors, we have decided to appoint two partners to manage these markets.

Effective 1st July 2024, Abacus dx Pty Ltd will be Epredia's authorised distributor of equipment for the Clinical market for Australia and New Zealand. Abacus dx's experience and expertise within the IVD pathology sector has been demonstrated by their success with our FA-Tech laser cassette writer since 2013. Their extensive geographical footprint and excellence in service and support will continue to be paramount for our clinical customers.

For the research market, Epredia's authorised distributor will be Bio-Strategy Limited, a DKSH brand, as an authorised distributor, they have proven skills and exceptional knowledge in the research space. Their skilled team has fostered many research opportunities and provided excellent support and services to the research community.

Our Fa-tech laser cassette writer range will continue to be distributed by Abacus dx within both the clinical and research markets.

During the transition period, Epredia, Abacus dx and Bio-Strategy are committed to ensuring customers receive uninterrupted service and support and making this transition as seamless as possible.

Thank you for choosing Epredia. We look forward to continuing and strengthening our partnership in the future.

Please refer to the Q&A below for more information.

Should you require further assistance please contact the relevant persons as listed below.

Warm regards,
Epredia

Q&A

1. What does this change mean for you?

- For our clinical customers: You will continue to receive the same high-quality products and support you have come to expect. Our dedicated distribution partner Abacus dx will be focused on serving your needs and ensuring that you have access to the resources and assistance required to meet your goals.
- For our research customers: We are excited to announce that we will be enhancing our support and services specifically tailored to the research community. Such as access to specialised resources, dedicated support channels, and tailored solutions to meet the unique challenges of research environments.

2. Who do I order from after 1st July 2024?

Core Histology Equipment:

- Clinical Customers: Abacus dx
- Research Customers: Bio-Strategy

Fa-tech laser cassette writers and cassettes:

- Our entire Fa-tech laser cassette writer range will continue to be distributed by Abacus dx within both the clinical and research markets. Please place your orders with Abacus dx.

General consumables:

- Bio-Strategy will continue to manage general consumables for both clinical and research customers. Please place your orders with Bio-Strategy.

Proprietary consumables for Instruments:

- Fa-tech cassettes for the Fa-tech laser cassette writer will need to be purchased from Abacus dx.
- Dedicated consumables for other instruments: please order directly from your distributor for the specific instrument.

3. What happens with orders I have already placed?

- All purchase orders already placed will be filled by your current distributor.

4. What about my current instrument service contract?

- Abacus dx will continue to provide service and support for all Fa-tech cassette writers for our clinical and research customers at all times.
- Bio-Strategy will fulfil all servicing requirements for both clinical and research customers until the end of your current service contract.

5. My instrument service contract has expired who do I go to?

- For Fa-tech instruments, Abacus dx will continue as the service provider for both clinical and research customers.
- For other EpreDia instruments, you can choose to renew your expired contract with Bio-Strategy or move to Abacus dx. Both partners have a service and support team covering all major capital cities.

6. Who can I contact?

Distributor	Customer Service	Technical Service	Product Enquires
Abacus dx	AUS: 1800 222 287 customercare@abacusdx.com NZ: 0800 222 170 customercarenz@abacusdx.com	Technical Support AUS Email: ServiceTSC@diplomahq.com.au Phone: 1800 222 287, press 1 for technical support. Technical Support NZ techsupportNZ@abacusdx.com Phone: 0800 222 170	Abacus dx Product Manager: Jomar Custodio j.custodio@abacusdx.com
Bio-Strategy	AUS: sales.au@bio-strategy.com NZ: sales.nz@bio-strategy.com	Service AUS service.au@bio-strategy.com Phone: 1800 00 84 53 Service NZ service.nz@bio-strategy.com Phone: 0800 34 24 66	Bio-strategy Product Manager: Emily Goy emily.goy@bio-strategy.com