

SuperScript™ II Reverse Transcriptase

Catalog#: 18064014, Lot#: 1688366

Ship To No:
Institution:
Address:

Invoice Date:
Invoice No:

6/25/2015

P.O. No:
Order No:

Quantity Ordered: 1

Phone Number:

Order Placed By:

Dear Valued Customer:

Our records indicate that you purchased SuperScript™ II Reverse Transcriptase, catalog number 18064-014, lot 1688366, on 6/25/2015. We have investigated recent complaints related to the presence of *E. coli* DNA being detected in single-cell sequencing applications.

At the time SuperScript II was developed, our internal production and testing processes supported its anticipated applications in synthesis of cDNA transcripts. We have since learned that some customers use SuperScript II in other applications that are better supported by different testing methods. As a result, we are implementing an assay in our internal testing processes to detect *E. coli* DNA in the product. We have used this new assay to test current inventory as well as new lots of SuperScript II. The testing results have identified the lot you purchased as showing detectable levels of *E. coli* DNA, which may interfere with sequencing results.

We want to offer you a free replacement from the new lot, which has been confirmed to have no detectable levels of *E. coli* DNA. You may request your replacement through an email to: customer.relations@lifetech.com. Upon receipt of the email, we will ship the replacement material to you. Please include a scanned copy of this letter in your email or include the following information as it appears below:

Re: Notification on 18064014, Request for replacement to be shipped.

Item: 18064014

Qty: 1

Order Number:

Please dispose of all affected units you have received according to instructions in the material safety data sheets, and all applicable laws and regulations.

Thank you very much for your continued support and understanding. Thermo Fisher Scientific is committed to supplying innovative, high quality products for your research. If you have any technical questions or concerns please contact Technical Support at 800-955-6288 x 4.

Sincerely,

Nichole Reaksecker

Quality Assurance Manager
Life Sciences Solutions
Thermo Fisher Scientific