

April 17, 2025

BY EMAIL ONLY: Susanna Sabin – qwg8@cdc.gov
Lydia Atherton – ibz1@cdc.gov

U.S. Centers for Disease Control and Prevention
1600 Clifton Road N E
Atlanta
GA 30333

Dear Susanna Sabin and Lydia Atherton,

We appreciate your continued trust in Oxford Nanopore Technologies. As part of our commitment to transparency and customer support, we'd like to summarize the key terms of our warranty coverage for your reference.

Warranty Overview

Our warranty on flow cells provides that they will have the number of pores specified on our website at: <https://store.nanoporetech.com/flow-cells.html> (under the safety and legal tab) for the relevant flow cell. The warranty also states that both flow cells and consumables will perform in accordance with our published specifications for the duration of their warranty periods. The warranty periods are twelve weeks from receipt for flow cells (FLO-MIN114), four weeks from receipt for Flongles (FLO-FLG114), and three months from receipt for other consumables. **The end of the warranty period is not an expiration date.** Flow cells, Flongles, and other consumables may or may not perform in accordance with our published specifications past the warranty period. The purchaser is responsible for evaluating whether a flow cell, Flongle, or other consumable is suitable for use outside of the warranty period.

Conditions and exclusions summary

Customers are required to perform a flow cell check on FLO-MIN114 flow cells within twelve weeks of receipt and FLO-FLG114 flow cells within four weeks of receipt to qualify for replacement under the warranty if they do not meet performance expectations. The warranty does **not apply** in cases involving amongst other things: misuse, unauthorized modifications, improper storage or handling, use beyond the stated warranty period, or use with third-party products not supplied by Oxford.

Further details of the warranty and full terms and exclusion can be found in our terms and conditions and support plan, both available at: <https://nanoporetech.com/about/terms-conditions-policies>.

Remedy

If an issue is covered by the warranty, the relevant product will be replaced if it does not meet performance expectations under normal, proper use.

If you have any questions or need assistance, please feel free to contact me.

Warm regards,



James Brayer

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