Date: September 2024
Re: MET ONE 3400+ Software Version 1.0.41 Release Announcement

Dear MET ONE 3400+ Customer,

The latest MET ONE 3400+ v1.0.41 software and updated software release notes are now available. The executable package and updated software release notes can be downloaded from the Beckman Coulter Life Sciences MET ONE 3400+ Software Page.

Please refer to the software release notes on the MET ONE 3400+ Software Page for a complete list of changes included in this release.

Important Software Installation Instructions:

- Refer to the procedure for updating software, available in the MET ONE 3400+ Instructions for Use, located on our website.
- Consider creating a backup of sample data before attempting to upgrade the software.
- Upgrade iteratively if your instrument runs software older than v1.0.17. Please see specific guidance in the **Frequently Asked Questions** section on the next page.

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Frequently Asked Questions

1. **Is this software update mandatory?**
   No, this is an optional upgrade.

2. **Must a Service Engineer perform the upgrade?**
   No, this upgrade is self-installable. The executable package and updated software release notes can be downloaded from the Beckman Coulter Life Sciences MET ONE 3400+ Software Page. Refer to the procedure for updating software, available in the MET ONE 3400+ Instructions for Use, located on our website.

3. **Do I need to re-validate my instrument after the upgrade?**
   No, revalidation is not required and is at the customer's discretion.

4. **How do I self-install the software?**
   The software update v1.0.41 is available on the MET ONE 3400+ software page. After downloading, it can be loaded onto the 3400+ instrument through the remote browser or loaded onto a USB for direct connection installation. Refer to the procedure for updating software in the MET ONE 3400+ Instructions for Use, located on our website.

   *If your instrument runs a software version **older** than v1.0.36, please get in touch with your local service team to upgrade your software. Follow the upgrade iterations below:*
   1.0.36→ 1.0.38→ 1.0.41

   If you don't have the contact for your local service team, please reach out to the Beckman Coulter Customer Support Center:

   - *Via our website, http://www.beckman.com/support*
   - *To access phone support, please visit https://www.beckman.com/contact-us and select the region you wish to contact to obtain the correct phone number.*

5. **How do I schedule an onsite IQ (installation qualification) or OQ (operational qualification) if I would like one?**
   Please get in touch with your local service team to schedule onsite assistance. If you don't have the contact for your local service team, please reach out to the Beckman Coulter Customer Support Center:

   - *Via our website, http://www.beckman.com/support*
   - *To access phone support, please visit https://www.beckman.com/contact-us and select the region you wish to contact to obtain the correct phone number.*

6. **Will I lose data or settings if I upgrade to the latest software version?**
   It is good practice to create a backup of sample data; however, data and settings are retained during a standard software upgrade (exceptions include wired static settings, which must be reconfigured and reloading of LDAP certification).

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7. **Are there new IQ/OQ documents along with this software release?**
The IQ document did not change. However, the OQ document changed as part of this software release. For the latest release of the OQ document, please get in touch with your local service team. If you don't have the contact for your local service team, please reach out to the Beckman Coulter Customer Support Center:

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8. **What if I am having issues with software functionality while using an older version of software?**
There are many functional improvements in each software version. We suggest upgrading your software to the latest version as a first step if you are experiencing any problems with the instrument.
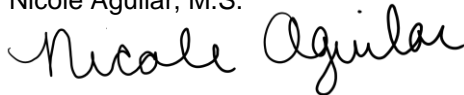
9. **Do I need to pay to have the new software validated?**
Customers who previously purchased an OQ or IQ/OQ package must pay for an operational qualification for this software version. Validation must be purchased for customers receiving new instruments who have never purchased an OQ or IQ/OQ package. This software upgrade is optional and is up to the customer to decide if they should proceed with the new software installation.

Thank you for continuing to be a valued Beckman Coulter Life Sciences customer. We work to improve products continuously and are currently addressing functional improvements and new features for the MET ONE 3400+, which are made possible through customer feedback. For more information about the latest software or to request an onsite visit by a service representative, please contact your local support team.

- Via our website, http://www.beckman.com/support
- To access phone support, please visit https://www.beckman.com/contact-us and select the region you wish to contact to obtain the correct phone number.

Sincerely,
Nicole Aguilar, M.S.

Global Product Manager- Particle QC Portfolio
Beckman Coulter Life Sciences