



To: Carter BloodCare Customers
From: Hospital Relations Department
Date: November 5, 2018
Re: UPDATE -Emergency Irradiator Maintenance

Regrettably, the maintenance technicians will not be on-site to repair the irradiator until Wednesday, November 7, 2018. Following repairs, we are confident that service will be restored. We will continue to manage irradiation requests in the following manner.

Stock red cells and platelet components are sent to our Tyler location for manipulation.

We have secured the use of a local hospital, with the FDA's approval, to irradiate components, specifically antigen negative units, HLA matched platelets and other specialty products to help minimize delays with the provision of these products.

We appreciate your understanding and patience. Please do not hesitate to contact us with any concerns or questions.