

July 2, 2026

**Subject:** Temporary Hackensack Service Interruption to Support Cyclotron Expansion

Dear Valued Customer,

We are pleased to share that Siemens Healthineers Radiopharma has begun construction to install a third cyclotron at our Hackensack facility. Once complete, this expansion will increase local radiopharmaceutical production capacity and further strengthen product availability for patients and providers in the market.

To safely complete the required construction activities, the Hackensack facility will be temporarily out of service from Friday, July 10, through Sunday, July 12. During this period, patient doses will be supported by a sister location where feasible or rescheduled in coordination with your team.

We recognize that any service interruption may require adjustments to patient schedules and clinical workflows, and we appreciate your flexibility as we complete this important capacity expansion. Our teams are working proactively to minimize disruption and support continuity of care throughout the temporary outage.

If you have questions regarding orders, scheduling, or coverage during this period, please contact the Hackensack pharmacy directly or reach the Radiopharma Customer Care Team at (877) 473-8638.

Thank you for your continued partnership and for the opportunity to support you and your patients.

Best regards,



Lee Hagan, PharmD

Vice President US Operations