

March 5, 2026

Subject: Siemens Healthineers Hackensack Service Disruption – Update

Dear Valued PETNET Customer,

Remediation activities at Siemens Healthineers Hackensack will conclude over the weekend and we will resume normal production on Monday, March 9, 2026. Customers may resume placing orders for scheduled deliveries beginning that day.

We recognize that this service interruption required adjustments to your patient schedules and clinical workflow. We sincerely appreciate your patience and flexibility while our teams worked to complete the necessary remediation and return the facility to operation.

Our priority remains supporting your teams and ensuring reliable access to radiopharmaceuticals for patient care.

If you have any questions regarding orders or scheduling, please contact the Hackensack pharmacy directly or reach out to the PETNET Customer Care Team at (877) 473-8638.

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

Best regards,



Lee Hagan, PharmD

Vice President of US Operations