

March 3, 2026

Subject: Siemens Healthineers Hackensack Service Disruption

Dear Valued PETNET Customer,

Siemens Healthineers Hackensack is currently undergoing unplanned remediation activities that require a temporary suspension of production.

As a result, production scheduled for Wednesday and Thursday has been cancelled while our teams complete these activities and perform the necessary system assessments. We are actively working to restore normal operations as quickly as possible; however, the duration of the outage is not yet known. We will continue to provide updates as additional information becomes available.

To support patient care during this temporary disruption, PETNET has arranged backup coverage from sister facilities within our network to the greatest extent possible. Our teams are working closely with customers to help accommodate schedules and minimize impacts where feasible.

We recognize that service interruptions can affect patient schedules and your team's daily workflow. Please accept our sincere apologies for this disruption and any inconvenience it may cause. Our teams are working diligently to resolve the situation and resume reliable service.

If you have questions regarding orders or would like to discuss coverage options, please contact the Hackensack pharmacy or our PETNET Customer Care Team at (877) 473-8638.

We sincerely appreciate your continued partnership and thank you for your patience and flexibility as we work to restore operations.

Best regards,



Lee Hagan, PharmD
Vice President of US Operations