



To whom it may concern

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Your reference:  
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Subject: COVID-19 Information on use of products Maastricht Instruments

Dear customer,

The World Health Organization (WHO) has declared the COVID-19 outbreak as a pandemic. Maastricht Instruments has been addressing this challenge with care and commitment. Our business has continued to the best of our possibilities, being active in the development, manufacturing and shipping of our devices.

We are receiving an increasing number of questions regarding COVID-19 infections in relation to the use of some of our products. We are not able to supply you with 100%-proof measures to prevent COVID-19 infections, because much in relation to COVID-19 is still unknown. However, measures exist that will allow you to work as safely as possible and hence minimizing the risk of infection. Therefore, we would like to provide you with as much information to face this outbreak together as good as possible.

#### **How we changed the organization of our company...**

Maastricht Instruments integrated the monitoring of the development of the Coronavirus (COVID-19) disease into its daily business. Several monitoring tasks have been distributed: creating and maintaining a safe work-environment at the premises of Maastricht Instruments, looking at the boundary conditions for our experts installing the equipment worldwide and performing a risk analysis in relation to the usage of our products.

Within our team, our production team have been designated as key workers. Most members of our development team are working remotely. However, if it is necessary to visit our premises, we have implemented a lot of infection-mitigating actions. In fact, we have successfully passed the internal corona-audit. This way, we have ensured our employees to work in a safe environment.

All business travels to our customers, events and congresses have been cancelled, when located in those countries where the pandemic situation is more critical. We have allowed strictly necessary travels in other countries, taking into account all precautions necessary.

If feasible, all in-person meetings have been replaced by virtual meetings. We have put in place all necessary digital collaboration tools to work remotely on a regular basis.



### **How we continue to do business and attend to our customers...**

Our supply chain has been uncompromised to a large extent, as we are mainly collaborating with local and national suppliers. In parallel, we have mitigated the largest risks in our supply chain. Therefore, we have been able to continue our production without any major complications.

We have kept close communication with our dealers' network. Each of them faces their own challenges. Fortunately, we have been able to supply to all our distributors on time and keep the business ongoing.

Maastricht Instruments is financially strong and its employees are strongly committed. We have full confidence that we will not only survive the crisis at hand, but come out as a stronger company, as we are currently focusing on improving our product and services.

Unfortunately, Maastricht Instruments cannot guarantee on-site support to many customers for installations or part replacements. Most countries have severe travel restrictions, leading to implications on the health of our employees, our subcontractors and insurance policies. Please contact our support team for online technical support when possible.

### **Recommendations to minimize the risk of COVID infection when using our products.**

We have considered three different categories of recommendations to prevent COVID-19-infections.

#### To minimize the chance of COVID entering the product:

Please question the subjects in your research on the following;

- Do they have old-related symptoms or fever.
- Do they have family or house members which have shortness of breath and/or fever or who have been tested positive on COVID-19
- Do they have recently (less than 10 days) returned from country with a code orange/red in place (high-risk country).
- Do they have tested positively on COVID-19. Only allow the subject, if he or she is free of complaints for 24 hours and became ill more than 7 days ago.

Do not include the subject if the subject replies positive to one of the question above.

Apply following hygiene measure during use (for both user as well as subject):

- Disinfect your hands before entering the laboratory: the disinfectant should contain at least 70% alcohol.
- Cough and sneeze into the crook of your elbow.
- Use a disposable tissue to blow your nose and then throw it away.
- Do not shake hands.
- Wash your hands before using equipment (for 20 seconds), then dry hands with paper towels.
- Touch as few surfaces and materials as possible.

### Specific measures for MI products and accessories

In general the surfaces of all our products can be cleaned and disinfected using a cloth and disinfectant . A list of recommended disinfectants for use against SARS-CoV-2 can be found at the Dutch website of CTGB<sup>1</sup> or the US website of EPA<sup>2</sup>.

<sup>1</sup> <https://www.ctgb.nl/onderwerpen/coronavirus---desinfectie/welke-desinfectiemiddelen-mag-ik-gebruiken>

<sup>2</sup> <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

#### *Rooms, Mask and Hood – cleaning & disinfection*

Our devices have been designed to minimize the risk of infection. This includes the implementation of high bacterial/viral filtration efficiency patient filters as well as unidirectional flow mechanisms (from patient to device only). Nevertheless, additional measures must be taken to further minimize the risk of COVID-infection.

Subject contact surfaces may be cleaned and disinfected weekly when not used and in-between each test during use. The rooms can be disinfected by atomization of hydrogen peroxide (100 ppm). Special attention must be paid to the removal of the hydrogen peroxide, as the normal concentration must be below 1 ppm! The rooms can also be disinfected by use of UV-C light. The supplier of these lamps can give more specifications and ways to handle.

Masks, tubes and hoods may be cleaned or submerged in a disinfectant bath (if possible) with a decontaminant for laboratory, medical and industrial applications (eg. DECON-90) . We advise the use of disposable PFT filters (eg. Pulmoguard) at the in- and outlet of the rooms.

#### *Rooms - Ventilation*

The rooms should be ventilated thoroughly for at least 30 minutes between each experiment in order to wash away any remaining aerosolized droplets in the environment and to prevent contamination;

*This document contains recommendations regarding the prevention of Covid-19 infections which were known at the time this document was setup. When new information or recommendations become available this document may be updated.*