



July 30, 2018

Change of CytoSMART™ Connect Cloud Terms and Conditions

Dear CytoSMART™ System Customer or User,

This is to notify you that Lonza is updating the CytoSMART™ Connect Cloud Terms and Conditions effective September 1st, 2018. These changes are intended to simplify the Cloud License renewal process for customers who purchased the CytoSMART™ System including 2 years Connect Cloud access.

Applicability of changes

The CytoSMART™ System is available in two configurations:

1. CytoSMART™ FR System with lifetime access to the Cloud included (CytoSMART™ LUX 10X FR System – AACS-1002 and CytoSMART™ 2 FR System – AACS-1004). For these units, the Terms and Conditions remain unchanged.
2. CytoSMART™ System for which the Cloud will expire two years after activation according to the current Terms and Conditions (CytoSMART™ LUX 10X System – AACS-1001 and CytoSMART™ 2 System – AACS-1003). For these units, the updated Terms and Conditions do apply, and will change the CytoSMART™ Cloud Connect Cloud renewal process.

Changes to Terms and Conditions

The following is a summary of the changes for your convenience.

1. **Termination.** The Cloud subscription will **automatically terminate** on the expiration date of your initial two (2) year Cloud subscription unless renewed.
2. **Cloud Renewal.** A renewal of the Cloud subscription for one year or multiple years can be purchased by placing an order for “CytoSMART™ Cloud Connect Annual Renewal” (AWCS-1001) with our [Customer Service](#) or online on our [website](#). To ensure a seamless transition, an order needs to be placed six (6) weeks prior to Cloud subscription expiration. An order placement after this deadline may result in data loss after the expiration date.
3. **Basic cloud features:** If you do not renew your Cloud subscription, only basic Cloud features will remain. For more information on the basic Cloud features, please check our [website](#).

If you chose not to renew your subscription to CytoSMART™ Connect Cloud, remember to download data such as images (.jpg), videos (.avi) or data files (.csv) from your existing projects to a local drive before license expiration as data will no longer be available after the license expiration date.

Download the full updated Terms and Conditions [here](#).

In case you are not the user of the CytoSMART™ System, please ensure to pass on this information to the current user(s), as it might be important to them.

If you have any questions, please contact our [Scientific Support Team](#).

Kind regards,
Your Lonza Team