

February 2, 2026

Dear Valued Customer,

We are writing to inform you of an upcoming **product line name update** that will affect Clear Labs' infectious disease research platforms.

Over the next several weeks, Clear Labs will be transitioning the name of our **infectious disease RUO portfolio** from **Clear Dx™** to **Clear Ix**. This change is part of a broader effort to clearly distinguish our research-use-only (RUO) platforms for infectious diseases from our clinical oncology platform, which is being introduced separately.

What is changing

The following products will be renamed as part of this transition:

- Clear Dx WGS SARS-CoV-2 v3.0 → **Clear Ix WGS SARS-CoV-2 v3.0**
- Clear Dx Microbial Surveillance WGS v2.0 → **Clear Ix Microbial Surveillance WGS v2.0**
- Clear Dx FlexPro: Wastewater (SARS-CoV-2) → **Clear Ix FlexPro: Wastewater (SARS-CoV-2)**
- Clear Dx Microbial ID tNGS → **Clear Ix Microbial ID tNGS**
- Clear Dx Deeplex Myc-TB → **Clear Ix Deeplex Myc-TB**

During this transition, you may see the updated **Clear Ix** name reflected across:

- Our website and marketing materials
- User documentation and training materials
- Kit labels and packaging
- Software interfaces and reports

What is NOT changing

- There is **no change** to product performance, functionality, workflows, or specifications
- There is **no change** to reagents, consumables, or protocols
- There is **no change** to RUO status or intended use

- There is **no action required** on your part

This is a **naming and branding update only**.

Use of Existing Products

All previously shipped instruments, kits, consumables, and documentation labeled as “Clear Dx” may continue to be used as-is. There is no requirement to relabel or replace any existing materials. Products labeled as Clear Dx and Clear Ix are functionally identical and represent the same RUO workflows.

Clear Labs will transition labeling and documentation for future shipments as part of our normal manufacturing and documentation update process.

Why we are making this change

As Clear Labs expands its portfolio, including the introduction of a separate oncology platform, this update helps ensure **clear differentiation** between research-use-only infectious disease platforms and clinical diagnostic offerings. The “Ix” designation reflects our continued focus on **infectious disease investigation and research applications**.

During the transition

You may temporarily encounter references to both **Clear Dx** and **Clear Ix** in documentation or software. These references apply to the **same platform** and do not indicate different versions or configurations.

Questions

If you have any questions about this update or how it applies to your system, please contact your Clear Labs representative or reach us at client.services@clearlabs.com.

We appreciate your continued partnership and look forward to supporting your infectious disease research efforts.

Sincerely,

The Clear Labs Team