



Dear Customer,

We are pleased to provide you with the latest version of the xChek® Lab software. This software has been developed in accordance with our standard operating procedures for designing, developing, verifying, and validating software products to ensure that products meet specified requirements.

The software has been fully tested to confirm that this version meets planned requirements, provides accurate results, and functions as intended. It was developed to meet detailed software version requirements.

Development and testing have been reviewed and approved according to our internal processes, which include, but are not limited to, the audit of project records and the verification that all processes have been completed. Once all required steps have been completed, the software is made available for customer use.

In addition, our Westbrook facilities are certified to ISO 9001:2015 (Quality Management System) and 14001:2015 (Environmental Management System) standards. This means that our Integrated Management System (IMS) development, implementation, maintenance, manufacturing, and continual improvement processes have been reviewed by a third-party auditor, SGS, the world's leading inspection, verification, testing, and certification company. The achievement of ISO certification is voluntary and ongoing, and our Westbrook and Scarborough facilities and their IMS processes consistently pass audits and receive periodic ISO recertification.

Sincerely,

*Martina Drown*

Martina Drown  
Sr. Product Manager, Global Software  
IDEXX Livestock, Poultry and Dairy