

Chromium Connect Product Notification

Notification Letter

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Dear 10x Genomics Customer:

Hamilton, a partner supplier of 10x Genomics, is introducing CO-RE II technology to the 10x Genomics Chromium Connect. This upgrade will provide Chromium Connect with an extended hardware lifespan, reduced wear and tear, increased precision tip alignment, simplified serviceability, and a reduced need for preventative maintenance.

The 10x Genomics Chromium Connect CO-RE II upgrade focuses on two areas: consumables (pipette tips) and hardware (stop disks on pipetting heads). A detailed description of the CO-RE II tips and hardware is available from Hamilton at the following link: <https://info.hamiltoncompany.com/view/1021015116/2/>

Phase 1 - Consumables Transition

Current CO-RE pipette tips will be phased out and replaced by new CO-RE II pipette tips in early 2022. CO-RE II tips include a new sealing surface to interface with the CO-RE II stop disk. Geometry that interfaces with the current CO-RE stop disk is identical between the two tip designs and performance remains unaffected.

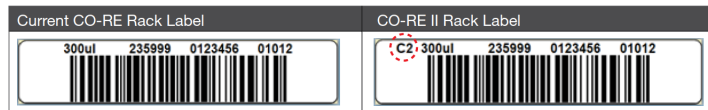
The CO-RE II consumables will share the same part numbers as the CO-RE consumables. There will be no price changes between current CO-RE and CO-RE II consumables. CO-RE II tips are backward-compatible to current 10x Chromium Connect hardware. It is important to deplete the existing stock of CO-RE pipette tips prior to the hardware upgrade as the CO-RE tips will not be compatible with CO-RE II hardware. Hardware upgrade will be offered in Phase 2. No software or firmware changes are required in this phase of CORE-II transition. Information on Hamilton's verification of the CO-RE II consumables is available [here](#). 10x Genomics has independently verified GEM compatibility as well as performance equivalency for our assays between CO-RE I and CO-RE II tips on Chromium Connect.

How to Identify CO-RE and CO-RE II Consumables:

It is recommended that customers prioritize the use of legacy CO-RE tips, exhausting their on-hand stock, as the CO-RE II will replace these consumables in subsequent Hamilton orders. Below are visual identifiers for each.

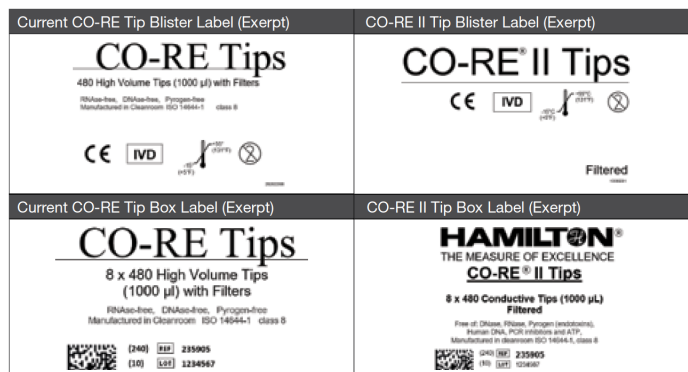
Tip Rack Label: Tip rack labels will include C2 indicating CO-RE II designation in human-readable text. The tip rack barcode will not change.

Example image



Blister and Case Label: Blister and case labels will indicate CO-RE II with new artwork.

Example image



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Phase 2 - Hardware Upgrade

In the second phase of transition, pipetting head components on the 10x Genomics Chromium Connect, called stop disks, will be upgraded. Current CO-RE stop disks compress an o-ring to retain the tip to the pipetting channel and to create a seal. The new CO-RE II stop disks decouple sealing and tip retention functionality to improve longevity and durability of the o-ring and stop disk assembly.

This hardware transition will be scheduled with Chromium Connect customers and is tentatively expected to begin in July 2022. In addition to the hardware upgrade, a software update will be required to update maintenance routines for alignment and calibration procedures.

For More Information:

Frequently asked questions about the CO-RE II transition may be reviewed at both the [10x Genomics Support](#) website and by reviewing the Hamilton CO-RE II literature.

Should you have any questions regarding this notification, please feel free to directly email our Support Team at support@10xgenomics.com.

Sincerely,



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