Medistri

Providing Sterilization & Laboratory Services for the world's most innovative healthcare companies.

Customer Notification - November 9th 2026

Scheduled Power Interruption

Dear Business Partner,

Please be informed of the following temporary service arrangements due to scheduled electrical maintenance at our Swiss facility:
Thursday, November 12th, 2026 (from 1:00 PM CET)

- **Telephone Services:** Our telephone lines will be temporarily unavailable for approximately 5 hours.
- **Customer Service:** During this period, we kindly invite you to use alternative communication channels, such as email, to contact our team.
- **Electrical Maintenance:** The intervention will affect the entire Swiss facility as part of planned improvements to our electrical infrastructure.

Contacts for Enquiries
Customer Service: customerservice@medistri.com & helpdesk@medistri.swiss
Laboratory: lab@medistri.swiss

We thank you in advance for your understanding and apologize for any inconvenience.

— Your Medistri Team

FAQ – Scheduled Power Interruption

1. When will the telephone lines be unavailable?
Our telephone lines will be unavailable on Thursday, November 12th, from 1:00 PM CET, for approximately 5 hours.

2. How can I contact Medistri during the interruption?
We kindly invite you to contact our team by email using the addresses provided above.

3. Why is this interruption taking place?
The interruption is necessary to carry out scheduled electrical maintenance aimed at improving the reliability of our Swiss facility's main power supply.

4. When will telephone services resume?
Our telephone services will be available again on Friday, November 13th, 2026, from the start of our regular business hours (8:00AM CET).

5. Will the interruption affect other Medistri facilities?
The scheduled electrical maintenance concerns Medistri's Domdidier facility in Switzerland. Our Hungary facility is not affected by this intervention.