

January 2023

Dear Valuable Customer,

This memo is to inform you that the purchase and service support of PCs with a Windows 7 operating system is no longer available through SCIEX. The Windows 7 operating system was manufacturing discontinued on **December 31, 2015**, and additional service support was stopped on December 31, 2022. This was due to lack of resources and supplies, and the release of updated technology.

SCIEX will take all reasonable step to support systems previously purchased when available. Please note, however, that the level of support is not obligated and will be limited by circumstances beyond our reasonable control.

For more information about our other models PCs, you may visit our web site at www.sciex.com. If you have any questions or concerns, please do not hesitate to contact your local service and support team.

Thank you,

Tyler Davis, PhD

Senior Product Manager, CE