



January 4, 2021

End-Of-Life Notification for ACQUITY UPLC System

Dear Valued Customer,

Thank you for choosing Waters Corporation as your Ultra Performance Liquid Chromatography solution provider.

For over 60 years, Waters Corporation has focused on improving human health and well-being through the application of high-value analytical technologies and industry leading scientific expertise. We have continually pioneered chromatography, mass spectrometry and thermal analysis innovations, pursuing every opportunity to Deliver Benefit™ to our customers, employees, shareholders and society.

Since the inception of the ACQUITY UPLC™ System in 2004, our portfolio for UPLC™ and UHPLC separations has grown considerably, fueled by constant innovation to meet the diverse and changing needs of our customers. As we continue to focus on bringing new technologies to the market, we have decided to initiate the End-Of-Life process for Waters' first UPLC system - the ACQUITY UPLC System (aka ACQUITY Classic). **Please note that this process will not impact the IVD version of the system.** There is a limited quantity of ACQUITY UPLC Systems still available, which you can order until stock is depleted.

Please contact your Waters™ Instrument Specialist to discuss the best replacement options and strategy for your laboratory. We recommend exploring the ACQUITY UPLC I-Class PLUS with Fixed Loop Injection System, which offers the most equivalent performance to the ACQUITY UPLC System. Additional systems to consider are the ACQUITY UPLC H-Class PLUS Binary System, which is available in both stainless steel and biocompatible formats, as well as our new ACQUITY™ PREMIER Binary System.

This letter is intended to provide formal notification of our decision to initiate our End-Of-Life process for the ACQUITY UPLC System and communicate important dates. We sincerely apologize for any inconvenience this may pose. To facilitate your transition, tools and resources have been setup to assist in the End-of-Life process. They are available at [Waters.com/EOL_Classic](https://www.waters.com/EOL_Classic). Additionally, the [FlexUP™ Technology Renewal Program](#) will be available to your laboratory if your ACQUITY UPLC System is greater than seven years old. Through this program, your laboratory can realize significant savings on the trade-in of your existing ACQUITY UPLC System for another Waters LC System.

Table I. Key dates for ACQUITY UPLC System End-Of-Life

Milestone	Definition	Date
End-Of-Life Announcement	End-Of-Life Notification is announced	January 4 th , 2021
End-of-Manufacturing	The date on which manufacturing operations for the ACQUITY UPLC system will cease	March 31 st , 2021
End-of-Sale	The last day to place an order for the ACQUITY UPLC system	Q1, 2021 Depending on stock availability
End-Of-Support	The last day to receive full technical and service support for the system. After this date, ACQUITY UPLC system will transition to limited support	July 1 st , 2028

Please note that all ACQUITY UPLC Systems sold between now and March 31st, 2021 will still receive our standard product warranty. We intend to maintain availability of our full technical and service support for ACQUITY UPLC Systems for 7 years from the last date of manufacturing, which is expected to be no later than March 31st, 2021. It is anticipated that ACQUITY UPLC Systems will move to Limited Support effective July 1st, 2028.

Thank you again for being our customer. If you have any questions or concerns, please contact your Waters local representative to discuss how we can partner together to ensure a successful transition into the future.

Sincerely,

Baiba Cabovska

Baiba Cabovska, PhD
Principal Product Manager, ACQUITY UPLC Systems