

**January 16, 2019**

## **End-of-Life Notification**

Dear Valued Customer,

Thank you for choosing Waters as your Supercritical Fluid Extraction 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.

Our current portfolio of supercritical fluid systems provides our customers with scalable configurations, from semi-automated modular systems to fully automated MS-directed systems, including our analytical ACQUITY UPC2 system, our preparative Supercritical Fluid Chromatography (SFC) systems and Supercritical Fluid Extraction (SFE) systems, all of which utilize supercritical carbon dioxide to replace large volumes of organic solvent, enabling safer, cleaner, and more affordable analyses, fractionations, and extractions.

In order to meet the most common requests from our customers and maximize our resources, we have decided to begin the **End-of-Life (EOL) process for all SFE systems** as detailed below.

### **Affected products:**

- **MV10-ASFE System**
- **SFE 100 System**
- **SFE 2x5 System**
- **SFE 500 System**
- **SFE 1000 System**
- **SFE 2000 System**
- **SFE 5000 Systems**
- **SFE Bio Botanical Extraction System**

This letter is intended to provide formal notification of our decision to discontinue the affected products and communicate important dates in our EOL process. 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 [www.waters.com/eol/sfe](http://www.waters.com/eol/sfe).

**Below are some key dates to acknowledge:**

<u>Milestone</u>	<u>Definition</u>	<u>Date</u>
<b>End-of-Life Announcement</b>	End-of-Life Notification is distributed to customers	January 16, 2019
<b>End-of-Sale</b>	The last day to place an order for any of the affected products	March 1, 2020
<b>End-of-Support</b>	The last day to receive full technical and service support for any of the affected products. After this date, the affected products with transition to limited support.	December 31, 2025

Please note that all SFE products sold between now and March 1, 2020 will be fully warranted, and all SFE products will continue to be fully supported by our technical and service teams through December 31, 2025.

Also, please note that this decision does not impact our ACQUITY UPC2 system nor our preparative SFC product line, which will continue to be manufactured and be priority product offerings as part of Waters portfolio.

Thank you again for being our customer. Though we are exiting this business, we look forward to the opportunity to support you in the future as we continue to find innovative ways to help you solve all your analytical challenges.

Sincerely,

*Rob Buco*

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