



June 24, 2016

Dear Valued Customer:

Waters has implemented comprehensive license control capabilities for Hitachi LC, Shimadzu LC and Shimadzu GC systems. These license controls will ensure that all Hitachi LC, Shimadzu LC and Shimadzu GC systems are properly licensed before the system is available for control within the Empower Software.

Depending on how your Hitachi or Shimadzu control was purchased there are different instructions:

- If you previously purchased your Hitachi LC, Shimadzu LC or Shimadzu GC control licenses directly from Waters, you can use the existing license serial numbers delivered with the license purchased to support the license activation process.
- If you previously purchased your Hitachi LC control directly from Hitachi, you should contact your Hitachi representative to secure the appropriate Hitachi LC Control Licenses.
- If you previously purchased your Shimadzu LC or Shimadzu GC control directly from Shimadzu, please review the terms for the Shimadzu LC and GC Control License Upgrade Program as described on the following page.

For any questions or concerns regarding your Empower Software license control capabilities for Hitachi LC, Shimadzu LC and Shimadzu GC systems, please contact Waters online at www.waters.com/irequest or your local Waters office.

Shimadzu LC and GC Control License Upgrade Program

Empower Customers who purchased Shimadzu LC or Shimadzu GC control directly from Shimadzu **prior to November 1, 2015**, are eligible for a “No Charge” Shimadzu LC or Shimadzu GC control upgrade license.

To secure this “No Charge” Shimadzu LC or Shimadzu GC control upgrade license, a scanned copy of your Shimadzu supplied license certificate (with unique serial number) along with a dated 'Proof of Purchase' document from Shimadzu must be provided to Waters.

There are 3 acceptable 'Proof of Purchase' documents containing a valid purchase date:



1. **Shimadzu Installation Qualification Report** – If qualification was performed for your Shimadzu systems, please supply a scanned copy of the signed and dated Shimadzu Installation Qualification Report.
2. **Shimadzu Verification Test Report** – In the event qualification was not performed, a verification test is typically performed. In this case, please supply a scanned copy of the Shimadzu Verification Test Report.
3. **Shimadzu Purchase Order** - If you cannot supply the Shimadzu Installation Qualification Report or the Shimadzu Verification Test Report, a scanned copy of the original Shimadzu Purchase Order with the associated Shimadzu LC or Shimadzu GC control purchase can be supplied.

Please supply the required scanned documents along with your completed [Empower 3 Upgrade Request form](#) to receive your “No Charge” Shimadzu LC or Shimadzu GC control upgrade license.