

September 9, 2020

Re: Important End-of-Life Communication for Applied Biosystems 3130/3130xl Genetic Analyzers – comprehensive support will end on December 31st, 2020

Dear Valued Customer,

Thank you for being a loyal customer of our Applied Biosystems 3130/3130xl Genetic Analyzers. At Thermo Fisher Scientific, we strive to ensure our instruments continue to provide you with the reliable, high quality results you expect. However, as noted in prior communications over the past few years on the end-of life plans for these systems, our comprehensive support for existing instrumentation, software, and consumables will end on **December 31st, 2020**. After that time, we will only be able to offer extended care instrument service plans, with best effort service.

After December 2020, we unfortunately cannot guarantee the availability of instrument spare parts such as the laser, pump, and optical components of the 3130/3130xl; we will do our best to provide replacements as supplies last. Additionally, we will not be able to make any updates to the system, including those that could require revalidation of system components, software and applications, such as:

- Operating system changes to support updates released by Microsoft. **Please note: The Windows 7 operating system used for the instrument software is no longer supported by Microsoft and Dell.**
- Hardware changes to components such as the laser, pump or optical components
- Sole-source instrument parts and sole-source 3130/3130xl arrays/septas/plate bases
- Software, Reagents, and Applications improvements

We hope we can continue to support your capillary electrophoresis needs going forward with two of our alternative, best-in-class products that will provide you with reliable and innovative solutions:



The SeqStudio Genetic Analyzer system: This 4-capillary instrument is an ideal solution for low-to-medium throughput DNA Sequencing and Fragment Analysis applications. The SeqStudio provides improved ease-of-use, less hands-on-time, connectivity, and remote monitoring—all with the gold-standard results you expect.



The 3500 Series Genetic Analyzers: These 8- and 24-capillary systems offer an ideal alternative for high and medium throughput laboratories.

We appreciate your understanding as we phase out the 3130/3130xl series. Please contact your local sales representatives for more details on our new systems and how best we can meet your needs. You may also visit our product websites at: <http://www.thermofisher.com/seqstudio> and <http://www.thermofisher.com/3500series>. Please let us know if you have any questions or would like to discuss transitioning to a new system.

Sincerely,

Susan Jacobs
Sr. Product Manager
Thermo Fisher Scientific