

October 4, 2023

**Re: Important end-of-life communication for GeneAmp PCR System 9700 product line**

**Dear Valued Customer,**

In order to help you plan for your lab's future needs, we wish to inform you that the Applied Biosystems™ GeneAmp™ PCR System 9700 Thermal Cycler will be retiring, effective December 31, 2023.

We have extended service and support plans since the system's discontinuation in 2015; however, due to the age of the system, sourcing of essential components and parts has become increasingly difficult.

For instruments currently under service plans with us, we will honor the terms of those contracts until their expiration dates, subject to availability of parts and consumables within our reasonable control. For customers not under an existing service contract, we intend to continue offering instrument service on a best-effort time and material basis through December 31, 2023.

Going forward, we recommend switching to the Applied Biosystems™ ProFlex™ PCR System, which provides all the formats and flexibility of the GeneAmp PCR System 9700 Thermal Cycler but offers significant technological improvements such as:

- Simulation modes allowing for the ProFlex PCR System to perform just as the GeneAmp PCR System 9700 Thermal Cycler
- Additional security modes
- Applied Biosystems™ VeriFlex™ Blocks with temperature control technology for temperature optimization
- Easy-to-use 8.2" touchscreen
- Remote access to your instrument through the Thermo Fisher™ Connect Platform

Discontinued instrument		Suggested alternatives			
Cat. No.	GeneAmp PCR System 9700 description	Cat. No.	ProFlex system package with extended warranty	Cat. No.	ProFlex system package with Rapid Exchange plan
4342718	Dual 96-Well Sample Block Module	A30756	ProFlex 2 x 96-well PCR System with ABRC Extended Warranty	A27938	ProFlex 2 x 96-well PCR System with Rapid Exchange Extended Warranty
4343176	Dual 96-Well System				
4425757	Dual Flat Block Sample Module	A30758	ProFlex 2 x Flat PCR System with ABRC Extended Warranty	A27932	ProFlex 2 x Flat PCR System with Rapid Exchange Extended Warranty
4428234	Dual Flat System				
N8050400	Dual 384-Well Sample Block Module	A30757	ProFlex 2 x 384-well PCR System with ABRC Extended Warranty	A30163	ProFlex 2 x 384-well PCR System with Rapid Exchange Extended Warranty
N8050002	Dual 384-Well System				
4314443	96-Well Gold-Plated Silver Sample Block Module	A30755	ProFlex 96-well PCR System with ABRC Extended Warranty	A27935	ProFlex 96-well PCR System with Rapid Exchange Extended Warranty
4314445	96-Well Aluminum Sample Block Module				
N8050251	96-Well Silver Sample Block Module				
4314878	96-Well Gold-Plated System				
4314879	96-Well Aluminum System				
N8050001	96-Well Silver System				
4309131	0.5 mL Sample Block Module	No direct replacement <a href="#">Contact us</a>			
4310899	60-Well and 0.5 mL Tube System				
4314487	Auto-Lid Dual 384-Well System				
4312904	Auto-Lid Dual 384-Well Sample Block Module				

Please [contact your sales representative](#) to discuss how we can best support your transition to one of our newer systems. We offer a variety of sales programs and financing options that can be customized to your needs. For more information about these systems, you may also visit our product website at [thermofisher.com/proflex](http://thermofisher.com/proflex).

We appreciate your loyalty to our products and look forward to continuing to serve you.

Sincerely,



Melike Ozturk, MBA  
Global Product Manager  
Applied Biosystems Thermal Cyclers



Lyndsey Ackroyd  
Service Product Manager  
Global Services and Support