

October 25, 2024

Re: Important end-of-life communication for Countess II and IIFL products

Dear Valued Customer,

In order to help you plan for your lab's future needs, we wish to inform you that the Countess® II and II FL Automated Cell Counters will be retiring, and Service and Support will continue until October 31, 2025. We have had extended service and support plans since the system's discontinuation in 2020.

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 October 31, 2025.

Going forward, we recommend switching to the Countess™ 3 or 3FL Automated Cell Counters, which support all the applications of the Countess II and IIFL but offer greater sensitivity, increased accuracy, and precision, along with significant technological improvements such as:

- 21 CFR part 11
- FCS file type
- Upgraded brightfield counting algorithm
- New fluorescent mode counting algorithm, enabling single cell analysis workflows
- Cloud enabled
- Rapid capture mode
- Automatic features such
 - Auto-lighting
 - Auto-thresholding
 - Auto-saving
- Pre- & post-dilution calculators
- Aggregation detection and percentage reporting

Discontinued Countess Cell Counter		Suggested Alternative	
Cat. No	Countess II and II FL	Cat. No.	Countess 3 and 3 FL
AMQAF1000	Countess II FL Automated Cell Counter	AMQAF2000	Countess 3 FL Automated Cell Counter
		A49866	Countess 3 FL Automated Cell Counter Starter Package
		AMQAF2001	Countess 3 FL with 21 CFR Automated Cell Counter
		A49893	Countess™ 3 FL Automated Cell Counter with 3-year AB Repair Center (ABRC) Extended Warranty (1 year standard warranty + 2 years extended repair coverage)
		A49892	Countess™ 3 FL Automated Cell Counter with 3-year Rapid Exchange (REX) Extended Warranty (1 year standard warranty + 2 years Rapid Exchange, 3 years total exchange entitlement)
AMQAX1000	Countess II Automated Cell Counter	AMQAX2000	Countess 3 Automated Cell Counter
		A49865	Countess 3 Automated Cell Counter Starter Package
		A49891	Countess™ 3 Automated Cell Counter with 3-year AB Repair Center (ABRC) Extended Warranty (1 year standard warranty + 2 years extended repair coverage)
		A49862	Countess™ 3 Automated Cell Counter with 3-year Rapid Exchange (REX) Extended Warranty (1 year standard warranty + 2 years Rapid Exchange, 3 years total exchange entitlement)

We believe that the Countess™ 3 or 3FL Automated Cell Counters will deliver quality results for your research.

Please contact your sales representative to discuss how we can best meet your needs and 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.

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

Sincerely,



Carolyn Petersen
Countess Cell Counter Product Manager