



Dionex Corporation
1228 Titan Way, Sunnyvale, California 94086
Telephone: 408-737-0700
FAX: 408-749-0476

ICS-3000 Support Update

March, 2010

Dear Dionex Customer,

The ICS-3000 is a module based Ion Chromatography System. The ICS-3000 is a research grade, modular Ion Chromatography system that incorporates the use of a dual piston pump with the option of conductivity, electrochemical or UV/Visible detection modes. In March of 2010, Dionex replaced the ICS-3000 systems with the ICS-5000. Quotes for the ICS-3000 will not be accepted after May 1st, 2010.

The ICS-3000 systems will be fully supported including Chromeleon software, spare parts and service repairs until June, 2017. Beginning June, 2017, Dionex will be unable to guarantee service support of ICS-3000 systems. After these dates, field servicing of these systems will be performed on a “best-effort” repair basis only depending on the availability of spare parts.

We are pleased to offer the ICS-5000 in place of the ICS-3000 systems. These systems are direct replacements allowing easy transfer of all applications from the ICS-3000 to the ICS-5000 systems.

Dionex continues to offer a complete instrument selection to meet the most rigorous laboratory requirements. If you require additional information on this ICS-3000 notice, please contact your local support representative. If you would like a quote on a new ion chromatography system, or would like to receive additional information on the ICS-5000 systems or any other Dionex products, call 1-800-346-6390 or your local Dionex Regional Sales office. Please also visit our Website at www.dionex.com.

