



April 1, 2015

Subject: Updated Obsolescence of Thermo Fisher Scientific Tracker H2S Analyzer Product Line

Dear Customer,

We are constantly innovating with new products and streamlining our existing product portfolio to ensure that we continue to serve the needs of our customers in the best possible manner. Older products, which often rely on outdated and frequently unavailable third party parts and supplies, do not allow strong support of our customers. This letter is being issued to confirm the obsolescence of the Thermo Fisher Scientific Tracker lead acetate tape analyzer and provide you with a clearly defined lifecycle for this important product migration. Originally a letter was issued in July 2011, allowing for obsolescence of the Tracker in October 2016. Due to low volume of parts and support requirements, Thermo Fisher has decided to obsolete this analyzer in 2015 and retire the support for this product by the end of this year (2015).

Discontinuance: After **October 3, 2011**, quotations and orders for the Tracker will no longer be accepted.

Obsolescence: After **July 1, 2015**, the availability of spare parts and the ability to perform service, including technical support, is on a "best effort" basis. A last time buy of subassembly parts is recommended for high volume customers who are actively using this system.

The only part Thermo Fisher will continue to supply for the Tracker after July 1, 2015 is the following-

P/N HA-001513, DETECTACASSETTE SENSING TAPE 75 Foot

Retirement: After **October 3, 2017**, the Tracker parts will no longer be sold, serviced or supported. A last time buy of parts is recommended for high volume customers who are actively using this system is recommended before the end of 2015. Alternatively, an alternate vendor for the sensing tape can be provided for those customers that are still interested in maintaining consumables for this product line.

If you have any questions or need additional information, please contact your local sales representative.

You may also contact our sales applications group via email at applications.process.us@thermofisher.com or by phone at (800) 437-7979 or +1 (713) 272-2206 for international calls. Please ask for the sales application group when you phone. Thank you for your attention to this important matter.

Sincerely,

Susan P. Harris
Product Manager- Process Analyzers
Thermo Fisher Scientific EPM division