

October 15, 2003



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Dear GeneAmp® PCR System 2400 customers:

We wish to inform you of the planned retirement of the GeneAmp® PCR System 2400 DNA Thermal Cycler effective **January 1, 2006**.

Applied Biosystems manufactured and sold GeneAmp® PCR System 2400 customers from 1994 to 2002. Since manufacturing was discontinued in July of 2002, our Field Service and Support organizations have fully supported GeneAmp® PCR System 2400 DNA Thermal Cycler.

We plan to offer and renew service contracts covering GeneAmp® PCR System 2400 until **July 1, 2004**. All new and renewed service contracts will be limited to a one-year term, and will not extend beyond the retirement date. Beginning **July 1, 2004**, we will no longer offer any annual service contracts. However, subject to availability of required spares and parts in its inventory, Applied Biosystems intends to continue providing repairs and maintenance support for this product on a time and materials, per-incident basis until **January 1, 2006**. After **January 1, 2006**, Applied Biosystems will no longer provide any support for this product, including onsite and depot repair service, unique spare parts, and support documentation. Our technical support offering will be limited to diagnosing potential issues on current Applied Biosystems reagents, kits and applications used on the 2400.

Customers currently holding multi-year service contracts that will expire after **July 1, 2005**, may receive prorated refunds depending on the terms and conditions of such service contracts.

If you would like more information about our services, or special GeneAmp® PCR System 2400 trade-in offers, our representatives will be pleased to assist you. Please contact your local sales office for more details. You may also visit our Web site at www.appliedbiosystems.com.

Very truly yours,

Keith Farnsworth
Product Manager