

End-of-Life Product Notice

Dear Valued Customers,

As of January 1, 2024, the IonFlux 16 and IonFlux HT instruments have reached end-of-life (EOL) status. This decision follows the careful evaluation of technological advancements and our focus on supporting the IonFlux Mercury line. Initial notifications of this change were sent out on July 31, 2023.

Key Dates:

- **January 1, 2024:** End of support. After this date, no further updates, patches, or technical assistance will be available for the legacy IonFlux 16 and IonFlux HT instruments.

Customer Impact:

- **Active Service Contracts:** Customers with active service contracts will continue to receive service per their agreements through the end of the support period. However, no new preventative maintenance or service contracts will be offered.
- **Applications Support:** We will continue to offer application support through 2024.
- **Repair Requests:** For customers without active service contracts, maintenance and repair requests through the end of 2024 will depend on part availability.

We understand the challenges this may present and are committed to assisting you throughout this transition. Our support team is here to help with any questions or concerns you may have. Please contact us at support@cellmicrosystems.com for further assistance.

We sincerely appreciate your continued trust in our company.

Thank you for your business.

Sincerely,

Cell Microsystems