

August 18, 2009

Subject: Discontinuance of Thermo Scientific AutoPILOT, AutoPILOT LCS and AutoMATE Flow Computers

Dear Customer,

To better serve your needs, we launched the new Thermo Scientific AutoPILOT PRO last year with the goal of replacing and improving on our existing AutoPILOT, AutoPILOT LCS and AutoMATE flow computers. The AutoPILOT PRO features an exciting and dynamic architecture that will carry us long into the future. This next-generation flow computer is built on an innovative, field-proven technology platform. It is accurate and easy-to-use, offers high speed data connectivity, and scales from one to six runs, enabling expansion of a single platform to reduce capital expenditures and increase productivity.

Over the past several months, many of you have had the opportunity to try out our new AutoPILOT PRO and the responses have been very positive. As part of our continued effort to provide the most reliable, serviceable and up-to-date products, we are announcing the discontinuance of the AutoPILOT, AutoPILOT LCS and AutoMATE flow computers. The platform for these products was developed in 1994 and has served us and our customers well for more than 15 years. However, as all technologies eventually do, it has reached the end of its lifecycle.

The discontinuance date for the AutoPILOT, AutoPILOT LCS and AutoMATE is December 31, 2009. We will gladly accommodate any last time buys through this date as well as support you with the transition to the AutoPILOT PRO. We will no longer be able to accept new systems sales of the AutoPILOT, AutoPILOT LCS and AutoMATE after December 31, 2009.

The obsolescence date for the AutoPILOT, AutoPILOT LCS and AutoMATE is December 31, 2012. As we have done with our legacy Thermo Scientific EFM/RTU products, the Superflo, MBS100 and Benchmark, we will support the AutoPILOT, AutoPILOT LCS and AutoMATE for as long as we possibly can. We will guarantee spare parts and repairs for an additional three years after the discontinuance date or until December 31, 2012. We will do our best to continue support beyond this date for as long as we are capable.

We feel confident you will be delighted with the results of the AutoPILOT PRO and we look forward to many years of mutual success with this advanced instrument. However, we recognize that a transition of this magnitude requires careful planning and execution. We stand ready to help in any way we can.

If you have not already done so, please contact your sales representative or our inside sales department at 800.437.7979 or at sales.process@thermofisher.com for assistance. You may also contact me at 713.272.2248 or by email at matt.diese@thermofisher.com if you have any questions or concerns about this transition.

Sincerely,



Matthew A. Diese
Product Manager, EFM/RTU
Process Systems

Systems/Parts Impacted	Upgrade Path
All Thermo Scientific AutoPILOT, AutoPILOT LCS and AutoMATE systems and parts as outlined below	Thermo Scientific AutoPILOT PRO The next-generation flow computer built on an innovative, field-proven technology platform. This accurate, easy-to-use EFM/RTU features high speed data connectivity and is scalable from one to six runs, enabling expansion of a single platform to reduce capital expenditures and heighten productivity.
Announcement Date	August 12, 2009
Discontinuance Date	December 31, 2009
Systems orders will be accepted up to and including December 31, 2009. No new system orders will be accepted after this date. Thermo Fisher Scientific continues to sell spare parts and perform service work.	
Obsolescence Date	December 31, 2012
Thermo Fisher can no longer guarantee the availability of spare parts or the ability to perform service work on or after this date. Technical support for these products will continue as needed	