

QDR 4500 and Delphi End of Life - Frequently Asked Questions

Why is it necessary to declare End of Life on these products?

Many of the component parts used in the QDR 4500 and Delphi are no longer available. By declaring End of Life, customers can prepare to purchase a new replacement system. As an incentive, special promotional pricing will be available through Quarter 2 fiscal year 2010 towards the purchase of a new Discovery system.

How many customers received the End of Life letter?

Approximately 1300 customers have received this End of Life letter.

Can customer's receiving the End of Life Letter upgrade to either APEX or Discovery?

Yes, customers on Versions 10 and higher may upgrade to APEX or Discovery however this does not exclude them from the End Of Life Status,

Will customer's who previously upgraded to Discovery be affected?

Customers with QDR-4500 or Delphi units that were previously upgraded Discovery are **excluded** from this End of Life notification.

How does this End of Life announcement affect customers with current service contracts?

Customers with contracts will continue to be serviced as long as parts are available.

Will Customer Service continue to offer service contracts for EOL QDR 4500's and Delphi's?

Yes. Significant revenue is generated through these contracts. We will continue to write service contracts, however, there will be a termination clause in each contact.

