

End of Life - Frequently Asked Questions

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

Many of the replacement parts for early QDR 4500's and QDR 4000's are not available any longer. By declaring EOL, customers can prepare to purchase a new system. As an additional incentive, special promotional pricing will be available until the end of this fiscal year.

How many customers received the EOL letter?

About 1300 customers received the EOL letter.

When will we declare EOL for the rest of the QDR 4500 systems?

Annually we will declare EOL on a new group of systems.

Are there any more QDR for Windows XP Upgrades?

No, these were discontinued in November 2007.

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

No, these upgrades are no longer available for systems at EOL status.

Will customer's who previously upgraded to Discovery/DELPHI or QDR for Windows be affected?

Customers with QDR 4500 units that were previously upgraded to Windows, DELPHI or Discovery are **excluded** from the EOL.

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 parts.

Will Customer Service continue to offer service contracts for EOL QDR 4500'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.

Will we offer contracts for the QDR 4000?

NO, but we will honor existing service contracts.



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How are the original QDR 4500's different than post year 2000 QDR 4500's?

Many parts changes were made throughout the life of the QDR 4500.

Parts that are not in use today include: The detector array, motors, motor control boards, communication controllers, the x-ray controller and encoders. In addition, computers for these earlier models are impossible to purchase.

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