



June 27, 2017

**PRODUCT END OF LIFE NOTIFICATION**

Dear Hologic Customer:

As a valued Hologic customer, you have our commitment to provide you the highest quality customer service, product support and technologically advanced products. We pride ourselves in being the leading manufacturer of Women's Health products, a goal that could not be achieved without customers like you. Unfortunately, an increasing scarcity of replacement components for older equipment makes it difficult for us to support certain components indefinitely.

The Explorer™ DXA system product line was discontinued in 2011 and after careful consideration, it is necessary to announce **end of life for the Explorer DXA system effective December 31, 2017**. It is the policy of Hologic to provide service and service parts (if available) for 7 years from the date of purchase. If you have an Explorer DXA system installed in 2010 or earlier, beginning January 1, 2018 we cannot guarantee service of your system. We will continue to provide phone support and time and materials service based on the availability of replacement parts. If you have an Explorer DXA system installed in 2011, we will continue to support your system until 7 years from the date of your install.

Please note, we can no longer service Windows XP computers due to unavailability of replacement parts. Microsoft announced end of support for Windows XP as of April 8, 2014 indicating security updates and technical support were no longer available. At that time, Microsoft's hardware and software partners invested resources towards supporting more recent technologies and as a result, Hologic is unable to obtain replacement parts for XP computers.

Hologic wants to continue its relationship with you into the future. We remain committed to providing our customers with the highest-quality products and service. We regret any inconvenience this end of life notification may cause, however we believe you will find our new product offerings very attractive. We have been, and will continue to be, the pioneers in DXA systems and look forward to continuing to partner with you. Please reach out to your local sales representative with any questions or one of the numbers below:

If you do not know who your local sales representative is, please contact **Sales Support** at +1.508.263.2471 or [SalesSupport@hologic.com](mailto:SalesSupport@hologic.com)

If you have technical question related to your system, please contact **Customer Service** at +1.800.321.4659 or [dxasupport@hologic.com](mailto:dxasupport@hologic.com)

Sincerely,

A handwritten signature in black ink, appearing to read "JM", is positioned above the printed name.

Jennifer Meade  
Vice President, Customer Experience, Service & Support  
Breast and Skeletal Health Solutions