

# HOLOGIC®

December 2018

## PRODUCT END OF LIFE NOTIFICATION – UNITED STATES

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.

As you may know, Microsoft has announced they will end support for Windows 7 operating systems as of January 14, 2020 and after careful consideration, it is necessary to announce **End of Life for the InSight™ 2 systems installed in 2012 or earlier effective January 1, 2020 in the United States**. 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 InSight 2 system installed in 2012 or earlier, beginning January 1, 2020 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 InSight 2 system installed in 2013 or later, we will continue to support your system until 7 years from the date of your install. Please consult table below for end of life dates for these systems:**

Table Install Date:	Approx. Serial Number Range*	End of Life Effective Date:
December 2012 or earlier	09-0107-07 to 09-1212-09	January 1, 2020
January 1, 2013 to December 31, 2013	09-0712-04 to 09-1013-14	January 1, 2021
January 1, 2014 to December 31, 2014	09-1013-21 to 09-0114-03	January 1, 2022
January 1, 2015 to December 31, 2015	19-1114-16 to 19-1214-17	January 1, 2023
January 1, 2016 to December 31, 2016	19-1015-02 to 19-0916-01M	January 1, 2024
January 1, 2017 to December 31, 2017	19-0916-03M to 19-1116-08M	January 1, 2025
January 1, 2018 to December 31, 2018	19-1216-01M to 19-1216-10M	January 1, 2026

*\*Remanufactured or Reconditioned InSight 2 systems are excluded from the serial number range. RM units will be serviced from 7 years from their respective date of install.*

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. 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 [SkeletalHealth.Support@hologic.com](mailto:SkeletalHealth.Support@hologic.com)

Sincerely,



John Liebig  
Vice President, Field Service and Technical Support  
Breast and Skeletal Health Solutions