



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 Discovery™ DXA 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 a Discovery DXA 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 a Discovery DXA 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 systems:

Installation Date:	Approximate Serial Number Range:*	End of Life Effective Date:
December 2012 or earlier	80000 - 87000	January 1, 2020
Jan 2013 - Dec 2013	87000 - 87800	January 1, 2021
Jan 2014 - Dec 2014	87800 - 88400	January 1, 2022
Jan 2015 - Dec 2015	88400 - 88500	January 1, 2023
Jan 2016 - Dec 2016	88500 - 88600	January 1, 2024
Jan 2017 - Dec 2017	88600 – 93000	January 1, 2025
Jan 2018 or later	N/A - RM units only	January 1, 2026

*NOTE: Remanufactured (RM) or Reconditioned Discovery Systems are excluded from this 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 representative with any questions or one of the numbers below:

If you do not know who your local representative is, please contact **Sales Support** at +1.508.263.2471 or 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

Sincerely,

A handwritten signature in black ink, appearing to read 'John Liebig', with a stylized flourish at the end.

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