



To: Advanced Instruments, Inc. Autoplate 5000 customers  
From: Sinderella Abdallah, Product Manager  
Date: 06/30/2015  
Subject: Service for Autoplate 5000

It is Advanced Instruments policy to make every effort to attempt to provide service and parts for instruments as long as they are available or up to five (5) years following the last date of manufacture. As of June 30<sup>th</sup>, 2015 the Autoplate SPS 5000 is discontinued. As much as we would like to see these instruments remain in operation, we have determined that it is not feasible.

The Autoplate SPS was developed over 5 years ago, and we would continue our extended services whether mechanical or phone support. To ensure that your instrument is fully supported to the extent possible, Advanced Instruments offers a preventive maintenance “flat-rate” fee service in addition to repair services.

We thank you for choosing Advanced Instruments, Inc. as your Autoplate supplier; we understand that this news could potentially have an impact on your laboratory operations. We would be happy to work with you to discuss options.

For more information please visit our website at [www.aicompanies.com](http://www.aicompanies.com) or contact us at 1-800-22-4034.

Regards,

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