



December 2018

**PRODUCT END OF LIFE NOTIFICATION –
THIS LETTER APPLIES TO UNITED STATES GOVERNMENT ACCOUNTS ONLY**

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 2010 or earlier effective January 1, 2020 in the US and Canada.** It is the policy of Hologic to provide service and service parts (if available) for 10 years from the date of purchase. If you have a Discovery DXA system installed in 2010 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 2011 or later, we will continue to support your system until 10 years from the date of your install. Please consult table below for end of life dates for these systems:

Table Install Date:	End of Life Effective Date:
January 1, 2011 to December 31, 2011	January 1, 2022
January 1, 2012 to December 31, 2012	January 1, 2023
January 1, 2013 to December 31, 2013	January 1, 2024
January 1, 2014 to December 31, 2014	January 1, 2025
January 1, 2015 to December 31, 2015	January 1, 2026
January 1, 2016 to December 31, 2016	January 1, 2027
January 1, 2017 to December 31, 2017	January 1, 2028
January 1, 2018 to December 31, 2019	January 1, 2029

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 'J. Liebig', with a stylized flourish extending to the left.

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