



3 January 2025

Dear Customer,

Waters takes great pride in delivering the highest quality of service and support over the entire course of your system's lifetime. However, there does come a time when Waters cannot provide all the parts necessary to maintain older products and systems.

The purpose of this letter is to notify you that some of the instrumentation, systems and/or informatics products that you have purchased from Waters are currently undergoing a change in the level of service and support available from Waters.

There are four tiers of support available from Waters:

Status	Meaning
Mainstream	Support given to products whilst in production
Sustaining	Support for products no longer being actively manufactured
Limited	Support for products nearing the end of their operational life
Obsolete	Support is no longer generally available

Mainstream:

Our highest levels of support are provided to our current systems & instrumentation products as well as our latest informatics release(s).

Sustaining:

Service and Support of discontinued instrumentation and systems is available for seven years following discontinuation from manufacturing. Peripheral items may receive a shorter support period. An informatics release will move to Sustaining support after 3 years.

Limited:

Service and support are constrained due to limited or non-availability of spare parts, while Performance Maintenance is expected to remain generally available. Remote Technical Support remains available where expertise exists. Informatics releases will move to Limited Support after 5 years. Specific service plans may be available with this support status so that your system's lifespan can be extended if required for up to a further 3 years.

Obsolete:

The final stage where support is generally not available for a given Waters product. Some residual Time and Material service may remain available due to common items associated with later products.

The Waters product line evolves to reflect ever increasing demands for superior system performance, ease of operation, regulatory compliance support, data integrity; as well as meeting our customers' cost and analytical throughput objectives. The new products listed as replacements for your instruments, systems and/or informatics have incorporated the latest technological advances to provide you with the overall performance and service life necessary to meet your current and future business objectives. We remain steadfast supporting all chemists in their laboratories by delivering superior support for our newest systems.

Please see the attached sheet for specific details on your products' status.

If you have any further questions, please contact your local Waters sales or field service representative.

Sincerely,



Dave Pegg
Services Product Marketing Manager
Global Services

The information provided in this correspondence is provided for informational purposes only and should not be construed as advice regarding any particular course of action to be taken by the recipient.

Waters does not make any representations or warranties, express or implied, to any party, regarding use of the information contained in this correspondence to make decisions regarding the implementation and maintenance of effective quality control systems and quality assurance testing programs, including but not limited to the applicable good manufacturing practices regulations of the U.S. Food and Drug Administration or comparable regulations of any other supra-national, regional, federal, state, or local regulatory agency or authority that apply to the manufacture of recipient's prod

Product	Production Start Date	Production Discontinued	Current Support Status (Mainstream / Sustaining / Limited / Obsolete)	End of Current Support Status	Support Status Changes to	Date of Obsolescence and End of Support	Replacement Product
Empower 3.8.1	Mar 2024		Mainstream	TBD		TBD	
Empower 3.8.0	Jul 2023		Mainstream	Jul 6th 2026	Sustaining	Jul 31st 2031	Empower 3.8.1
Empower 3.7.0	May 2022		Mainstream	May 24th 2025	Sustaining	Jun 30th 2030	Empower 3.8.1
Empower 3.6.1	Jul 2021		Sustaining	Jul 15th 2026	Limited	Jul 31st 2029	Empower 3.8.1
Empower 3.6.0	Feb 2021		Sustaining	Feb 28th 2026	Limited	Feb 28th 2029	Empower 3.8.1
Empower 3 SR5	Jun 2020		Sustaining	Jun 30th 2025	Limited	Jun 30th 2028	Empower 3.8.1
Empower 3 SR4	Dec 2019		Limited as of Dec 31 st 2024	Dec 31st 2027	Obsolete	Dec 31st 2027	Empower 3.8.1
Empower 3 FR5	Jun 2019		Limited as of Sep 30 th 2024	Jun 30th 2027	Obsolete	Sep 30th 2027	Empower 3.8.1
Empower 3 SR3	Sep 2018		Limited as of Sep 30 th 2023	Sep 30th 2026	Obsolete	Sep 30th 2026	Empower 3.8.1
Empower 3 FR4	Jul 2017		Limited as of Aug 31 st 2022	Aug 31st 2025	Obsolete	Aug 31st 2025	Empower 3.8.1
Empower 3 FR3	Apr 2016		Obsolete			Apr 30th 2024	Empower 3.8.1
Empower 3 Initial release, SR1, FR1 & FR2, SR2	Nov 2010 - Aug 2014		Obsolete			Jun 30th 2021 - Aug 31st 2022	Empower 3.8.1
Empower 2 All releases	Jun 2005		Obsolete			Jun 30th 2021	Empower 3.8.1
Empower 1 All releases	Jun 2002		Obsolete			Jun 30th 2021	Empower 3.8.1

PT Merid for 5