

September 10, 2021

NOTICE OF PRODUCT SUPPORT CHANGE: Pyros® EQS Endotoxin Analysis Software.

Dear Valued Customer:

You are receiving this notification as a customer of record for Pyros® EQS Endotoxin Analysis Software. This product is approaching its End of Life (EOL) and has been replaced by our Pyros® eXpress Endotoxin & Glucan Detection Analysis Software. Effective immediately, Associates of Cape Cod, Inc. (ACC) has discontinued the sale of Pyros® EQS Software and will no longer be providing updates or releasing subsequent versions.

We will continue to support all customers who are currently using Pyros® EQS Software for the next 5 years, with support ending in 2026 as the EOL becomes effective. Software support will include:

- Assistance upgrading from Pyros® EQS Windows 7 version to Pyros® EQS Windows 10 version (*build# 1.2.6913.15830*)
- Software Testing/Troubleshooting
- Limited Database Support
- General Software Support and Consultation

It's important to understand that there is no direct transfer of data from Pyros® EQS Software to the Pyros eXpress Software. We encourage all existing Pyros EQS customers to transition to Pyros eXpress before the EOL effective date of 2026.

As a reminder one year following the end of sale, your Oracle database licensing fee must be current in order for us to provide advanced technical support.

You can learn more about ACC's new Pyros eXpress Software on our website: www.acciusa.com or by speaking with your local ACC Representative.

We appreciate your business and will continue to provide you with industry leading products and services to meet your current and future needs.

Sincerely,



Roger Withers
BET Product Specialist, Marketing