



October 31, 2016

Greetings,

Due to component obsolescence, a number of AP's discontinued models will be transitioning by year's end from "Conditional Support" to "Unsupported" status. Specifically, as of December 31, 2016, the following systems will officially be Unsupported and AP will no longer offer service, repair or calibration for:

- ATS-2A
- ATS-2G
- Portable One Access (P1PA)
- Portable One Dual Domain (P1DD)
- System Two (2022 / 2222 / 23xx)
- System Two Cascade (2422 / 25xx)

As your organization has been a regular user of service and calibration services for models listed above, we are providing advance notice of this change so you may plan appropriately.

Until December 31<sup>st</sup>, these products will remain conditionally supported and are therefore able to receive a final service / calibration.

Important notes regarding Conditional Support:

- The models listed above are already in Conditional Support (i.e., five years beyond the discontinuation of their manufacture). It is possible a unit submitted for service and calibration may be beyond repair.
- If we receive a higher-than-anticipated volume of final service requests, it could exhaust our parts supply sooner than anticipated.
- All service and calibration orders for the above products will be addressed on a "first-in, first-fulfilled" basis until materials are exhausted and the products shift to Unsupported status.
- US and UK customers should use the RMA request process on AP.com to request service.
- Customers outside the US & UK, should contact their local AP partner to initiate the service request process.

Please let me know if you have any questions regarding the above information. For recommendations regarding recommended replacement instruments, please see [Discontinued Models](#) on AP.com.

Kind regards,

John

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