



Product Support Discontinuation Notification
October 1, 2018

Dear Valued Customer,

This letter serves as formal notification that Cianflone Scientific is discontinuing all service, repairs and parts support effective 12/31/18 for the below noted Portaspec Product models. This includes both in house and at customer site service and support. Cianflone has determined these products have exceeded their useful life and no longer meet the minimal performance and safety standards necessary for today's market users and industry requirements. Our intent is to support these products for the balance of 2018 and allow for future planning by all of our customers.

- Portaspec 2501 with SN #'s <942, manufactured on or before 1988

Please contact our Service Manager, Richard Arrigoni, to discuss any needs you might have during the remainder of 2018. We will work to schedule a repair appointment at our Pittsburgh facility.

We would encourage our customers to reach out to us about Cianflone Scientific's established best of breed technology, Portaspec XBT, XLE and XSE Benchtop Lab and Production operations units. We will also shortly launch our new CMX-3500 continuous measurement technology which is both complementary and additive to our present Benchtop Lab unit product offerings.

Cianflone Scientific values our long standing customer business relationships and looks forward to your continued interest in our products. While we regret any inconvenience this announcement may cause, we are eager to supply your future product requirements with our world-class quality products.

To best serve you, all inquiries and requests should be directed through the normal Service (service@cianflone.com) and Sales (sales@cianflone.com) channels.