

**IMPORTANT  
NOTICE**



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Product Support Discontinuation Notification  
January 1, 2019

Dear Valued Customer,

This letter serves as formal notification that Cianflone Scientific is discontinuing all service, repairs and parts support for the below noted Portaspec Product models, effective per the dates shown below. 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 2019 and through 2020, for the respective Serial Numbers and allow for future planning by all of our customers.

**Effective 12/31/2018:**

- **Portaspec Model 2501 with SN #'s 942 & below, manufactured on or before 1988**

**Effective 12/31/2019:**

- **Portaspec Models 2501 & 2501BT with SN #'s 943 to 1096, manufactured on or before 1996**

**Effective 12/31/2020:**

- **Portaspec Models 2501 & 2501BT with SN #'s 1097 to 1232, manufactured on or before 2006**

Please contact our Service Manager, Richard Arrigoni, to discuss any needs you might have during the remainder of 2019 and through 2020. We will work to schedule a repair appointment for these specific vintage units.

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 CMX3500-XOL 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](mailto:service@cianflone.com)) and Sales ([sales@cianflone.com](mailto:sales@cianflone.com)) channels.