***Service LOB Internal communication for Countries***

Date: July 2014, the 4th

**End of Service Date announcement**

Dear colleagues,

This letter is to inform you about the End of Service Date for the following product ranges :

* **Comet S31**: end of Service planned for **December 2017**
* **Silcon DP**: end of Service planned for **December 2017**
* **Silcon SL**: end of Service planned for **December 2018**
* **Galaxy 3000**: end of Service planned for **December 2018**
* **Galaxy PW 40-120**: end of Service planned for **December 2018**

Spare parts for some of these products are becoming more and more difficult to procure. It is therefore, important to communicate to your customers that, as time goes on, parts’ obsolescence will become more of an issue and our ability to support spares availability on these units will be reduced.

After the above mentioned deadline, spare parts will not be available or can be provided with a high level of cost and price for some specific cases.

We encourage you:

* To contact your customer under contract and GSA (even not under contract GSA) and propose a swap solution. We will provide you a template of letter to be sent to customer.
* To clean out your spare part stock.
* To identify if you have some specific customers for whom swap solution is not possible. This customer list has to be reviewed together to validate the feasibility and plan the last part order if necessary.

We take benefits of this communication to remind you the End Of Service Life for **Comet S33** and **EPS6000 Bi-Polar** (US product) already planned for **End of Dec 2014.** For those products, if you need to continue Services for some customers after end of dec. 2014, please provide your spare part list needed (ref + qty) before Sept 2014.

For any clarification or to discuss this matter further, please do not hesitate to contact us.

Yours sincerely,

Service LOB

Sylvie Gourdin