

Date: September 14, 2020

Subject: End of Active Life – MULTI2000 and MULTIX++

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To whom it may concern,

The purpose of this communication is to inform our customers about the end of active life for the MULTI2000 and MULTIX++ instruments. Being in the field for more than 10 years, the MULTI2000 and MULTIX++ have proven themselves to be reliable instruments companies from all around the world can trust. However, we are entering this phase in the product life cycle due to increasing problems in sourcing replacement parts for repairs and occasional maintenance.

Having already been introduced the more capable M2M Panther (<https://eddyfi.com/en/product/panther>), we will gradually reduce support for the MULTI2000 and MULTIX++ over the coming years.

Calibrations will continue to be offered, and hardware upgrades/repairs will be supported on a best-effort basis. Looking further down the road, the official end of life of both MULTI2000 and MULTIX++ will be January 1st, 2025.

We hope this information helps you initiate further actions to be taken for your instrument. Please feel free to contact your local sales representative or sales@eddyfi.com for any questions you may have or to learn more about the M2M Panther and how this unit could be integrated in your facilities.

Best Regards,

Guillaume Neau

Guillaume Neau
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