

NanoSight LM10HS & LM10 all standard Laser Modules

EOS3085

Product Number(s) Effected:	NTA5130, NTA5132, NTA1002, NTA1100, NTA1101, NTA1103, NTA6004, NTA6005, NTA6006, NTA6007, NTA6008	Product Name / Description:	NanoSight: LM10HS NTA Instrument including all system variants, upgrades and options, NanoSight LM10 standard laser module and additional standard LM upgrades
Introduction Date:	2004	End of Sale Date:	31 st December 2020 (last sale)
End of Manufacture Date:	31 st December 2020	Predicted End of Life Date:	December 2025

Introduction

Malvern Panalytical Ltd is dedicated to providing customers with the highest quality products for materials characterization applications. Our belief is that by working closely with our customers we can develop innovative solutions to help save time, reduce costs and improve product quality. With this in mind, we continually review the alignment of our products to the needs of our customers - giving us direction to develop the next generation of feature rich products.

When we introduce a new product, we commit to making that product available for as long as there is reasonable demand. We also commit to responsibly manage the lifecycle of that product from concept right through to end of its working life, communicating the important milestones along the way.

However, every product produced by Malvern Panalytical has a lifecycle. As part of our on-going customer commitment, Malvern Panalytical endeavors to keep customers informed as to each product's current lifecycle status. This notification is to inform customers that we are to end manufacture of the **NanoSight LM10HS NTA instrument** and **LM10 NTA instrument with standard Laser Modules (LM)** including upgrades to additional standard laser module on the 31st December 2020, with a predicted last sale by 31st December 2020. All NanoSight LM10HS variants, options and upgrades are included in this EOS notice. Fluorescence capability as the after-sale item will still be available to existing LM10HS customers. 642nm RED Laser Module (NTA 1113) with temperature control will be available as the upgrade option to existing LM10HS customers only. From the End of Manufacture (EOM) date, we will endeavor to support the systems for up to five years, offering support and service level agreements.

End of Life support

At Malvern Panalytical we understand how customers use our products as an integral part of their research and development, manufacture and quality assurance testing - therefore we would never discontinue a product and its associated support without an End-of-Life (EOL) support plan. Within the EOL support stage, we have planned and made provisions for system hardware and applications support for up to 5 years. Software support within the EOL support stage is detailed below in Table 1:

Software support with definition	Support period
Critical severity Bug support <ul style="list-style-type: none"> Personnel or instrument safety is affected, primary data lost or invalid System crash in primary function with a high chance to encounter 	Up to 5 years
High Severity bug support <ul style="list-style-type: none"> Loss of primary function High chance of encountering the bug which has previously existed. An acceptable work around exists 	Up to 2 years
Medium and low severity bug support <ul style="list-style-type: none"> Cosmetic issues and loss of low-level functionality 	Not expected to be addressed during EOL support stage
Operating system support <ul style="list-style-type: none"> Fully supported on Microsoft Windows 10 1909 edition 	Up to 2 years

Table 1: EOL software support for NanoSight LM10HS.

We also offer full planning and assistance to our customers and aid for the transfer of methods and specifications to alternative Malvern Panalytical products.

What should you do next?

This is an advanced notice that the above product will reach its EOL date within the next five years. You can elect to do nothing and continue to use your instrument as normal for the remainder of the support life, or you could plan to replace your system within the near future. Should you wish to do this, we sincerely hope that you continue our partnership and take full advantage of our technical sales and application technologists – to help you select the right product and transfer of methods.

Commitment to Customer Service

Our goal is to provide the very best in customer service and satisfaction.

Malvern Panalytical is committed to provide reliable, open and transparent customer service. We offer you this information in recognition of the great importance that we place on your business and your confidence. Should you have questions, or concerns regarding this Lifecycle Update, please email helpdesk@malvern.com, with your contact details and instrument serial number.

Part number	Description
NTA5130	NanoSight LM10 with high sensitivity camera
NTA1002	High Sensitivity Camera Option
NTA5132	NanoSight LM10 with high sensitivity camera (NTA5130) and Zetasizer Nano Z
NTA6004	HS upgrade LM10 with 642nm NTA1103 pre Oct13
NTA6005	HS upgrade LM10 with 642nm NTA1103 post Oct13
NTA6006	HS upgrade for LM10 with V405nm laser module
NTA6007	HS upgrade for LM10 with B488nm laser module
NTA6008	HS upgrade for LM10 with G532nm laser module
NTA1100	LM10 Standard Laser Module, 405nm Violet (not compatible with temperature control box)
NTA1101	LM10 Standard Laser Module, 488nm Violet (not compatible with temperature control box)
NTA1103	LM10 Standard Laser Module, 642nm Violet (not compatible with temperature control box)

Table 2 Part Numbers of module affected. NOTE: All system variants, options, and upgrades of each listed part number are included in this EOS notice.

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