

# HOLOGIC®

February 1, 2017

Dear Hologic Customer:

As a valued Hologic customer, you have our commitment to provide you the highest quality customer service, product support and technologically advanced products. We pride ourselves in being the leading manufacturer of Women's Health products, a goal that could not be achieved without customers like you. Unfortunately, an increasing scarcity of replacement components for older equipment makes it difficult for us to support certain components indefinitely.

After careful consideration, it is necessary to announce the **discontinuation of service and support for Windows XP computers used with our QDR-4500™, Delphi™ and Discovery™ DXA systems**. Microsoft announced end of support for Windows XP as of April 8, 2014, indicating that security updates and technical support were no longer available. At that time, Microsoft's hardware and software partners invested resources towards supporting more recent technologies and as a result, Hologic is unable to obtain replacement parts for XP computers.

According to our records, you either have a QDR-4500™, a Delphi™ or a Discovery™ DXA system with a Windows XP computer. As a reminder, the QDR-4500™ obsolescence was declared in January 2009, and the Delphi™ Densitometer obsolescence was declared in March 2013. Upgrades are no longer available on the QDR-4500™ and Delphi™. This includes systems that were upgraded to Discovery™ level capabilities.

The Discovery™ DXA system has not been declared End of Life; however, we can no longer continue to support service of the Windows XP computer due to unavailability of replacement parts, effective immediately. Computer hardware and software upgrades are available and will range in cost due to system-dependent options and service agreements. Hologic is confident that we can provide you solutions to maintain your Discovery™ DXA system. Please contact your Hologic sales representative to guide you through your options.

Sincerely,



Jennifer Meade  
Vice President, Customer Experience, Service & Support  
Breast and Skeletal Health Solutions