

May 1, 2017

**RE: K-PATENTS PRODUCT LIFE CYCLE INFORMATION**

Dear Valued Customer,

Changes in technology may lead to the end of a K-Patents product's lifecycle. When this occurs, the product model version and/or its support services may no longer be available and the product is removed from the price list.

**GENERAL SUPPORT POLICY:**

In case of product model obsolescence, *K-Patents always aims at providing an economical alternative to replace the obsolete product with a subsequent product version.* In addition to a subsequent product version, spare parts and service for the discontinued products are available according to the support policy below.

This statement intends to advise our customers of K-Patents product life cycle policy comprising two stages before the final product's End of Life (EOL) is reached.

**End of Product Life** comprises two stages:

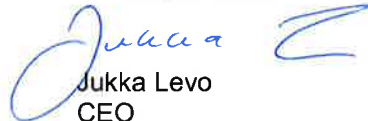
- 1. End of Sale**  
includes stop of the product model selling, end of the product model production and software upgrades
- 2. End of Product Support**  
includes end of product spare parts and service, i.e. the final stage of the product lifecycle and marks the date that the product model is retired

The Life cycle statuses of all K-Patents Process Refractometers, systems and major parts and accessories are presented in the enclosed table (see page 2).

Please contact us if you have any questions or comments about the policy.

Sincerely,

K-PATENTS OY

  
Jukka Levo  
CEO

May 1, 2017

**K-PATENTS PRODUCT LIFE CYCLE STATUSES**

Product Model	Start of Production	End of Product Life Stages (*)		Recommended Replacement
		1. End of Sale	2. End of Product Support	
<b>Refractometers and Systems</b>				
<i>PR-01</i>	1983	1987	1997	PR-23, PR-21-S
<i>PR-01-E</i>	1986	1990	2000	PR-23, PR-21-S
<i>PR-01-B</i>	1989	1995	2005	PR-23, PR-21-S
<i>PR-01-S</i>	1992	2013	2018	PR-23, PR-21-S
<i>PR-01-S-EX</i>	1992	2003	2016	PR-23-IA/IF
<i>PR-01-S-AX</i>	2003	2016	2016	PR-23-IA/IF, PR-21-S-IA/FM
<i>PR-01-S-FM</i>	1997	2009	2016	PR-23-IF, PR-21-S-FM
<i>PR-01-S-LPL/LPS</i>	1992	2013	2018	PR-21-S-LPL/LPS, PR-21-S upgrade
<i>PR-01-S-LPH</i>	1992	2013	2018	PR-23-SD, PR-21-S-LPH, PR-21-S upgrade
<i>DD-01</i>	1994	2008	2014	DD-23, PR-21-S-LPH
<i>PR-03</i>	1998	2010	2014	PR-23
PR-23	2003	General Availability	Full Support	
DD-23	2008	General Availability	Full Support	
PR-33-S	2009	General Availability	Full Support	
PR-33-AC	2010	General Availability	Full Support	
PR-43-A/P	2016	General Availability	Full Support	
PR-43-G	2017	General Availability	Full Support	
PR-21-S	2013	General Availability	Full Support	
<b>Parts and Accessories</b>				
<i>ITR</i>	1992	2013	2013	DTR and PR-21-S upgrade, PR-23
DTR	2003	General Availability	Full Support	
MI	2016	General Availability	Full Support	
CI	2016	General Availability	Full Support	
SM-3	2016	General Availability	Full Support	
DD-23-RT remote terminal	2008	2015	2015	DI
DI	2016	General Availability	Full Support	
FC-11 Communicator	2012	General Availability	Full Support	

Obsolete products (their production and/or support have ended) are marked in *Italics*.  
(\*) The end of a calendar year.

**Note 1.** Certain spare parts and repair for the obsolete products may still be available on request.

**Note 2.** K-Patents reserves the right to make changes to its Product Lifecycle policy at its sole discretion from time to time as business or technology needs require. Policy statements on [www.kpatents.com](http://www.kpatents.com) will be updated to reflect any changes upon their effective date.