



10919 Technology Place, Suite A
San Diego, CA 92127 USA
T: +1-858-217-2200
F: +1-858-217-2203
www.sabiainc.com

SABIA XL-5000, XC-5000, L-2000, Non-LiNX X1 Model PGNAA Analyzer Obsolescence Customer Notification Letter

SABIA, Incorporated is writing to you, our longtime, valued customer, to advise you and your organization that effective **June 30, 2023**, the electronics in your SABIA XL-5000, XC-5000, L-2000, or non-LiNX X1 PGNAA analyzer will become obsolete and can no longer be fully supported. The obsolescence of electronics in your analyzer is necessitated because SABIA can no longer source the parts for these electronics. SABIA model XL-5000, XC-5000, L-2000, and non-LiNX X1 PGNAA analyzers will have obsolete electronics next year. This pending obsolescence applies *only* to the electronics in SABIA XL-5000, XC-5000, L-2000, and non-LiNX X1 model analyzers.

What Does This Mean?

Sabia will continue to provide complete support and service for SABIA model XL-5000, XC-5000, L-2000, and non-LiNX X1 analyzers through June 30, 2023. After June 30, 2023, SABIA will only be able to support these analyzers on a best-efforts basis; if for whatever reason your SABIA XL-5000, XC-5000, L-2000, or non-LiNX X1 analyzer requires the replacement of electronic components, SABIA will no longer be able to guarantee that your SABIA analyzer can be repaired without replacing and upgrading *all* the electronics in your analyzer.

SABIA customers with model XL-5000, XC-5000, L-2000, and non-LiNX X1 Analyzers under SABIA Service Agreements that extend beyond June 30, 2023, will continue to receive service and support per the terms of your Service Agreement until the expiration of the agreement. If electronic parts do fail in your SABIA XL-5000, XC-5000, L-2000, or non-LiNX X1 model analyzer after June 30, 2023 and your analyzer is no longer covered under a service agreement, it may be difficult or impossible for SABIA to find the replacement parts to make repairs, although SABIA will always try our best to help our customers and SABIA will work with you to find a solution that works for you.

What Should We Do?

Please make note of where your SABIA XL-5000, XC-5000, L-2000, or non-LiNX X1 Analyzer is located and how it is used in your facilities and make a determination of the impacts of scheduled and unscheduled downtimes for the analyzer to your organization. Then please contact SABIA to learn about available options to upgrade your XL-5000, XC-5000, L-2000, or non-LiNX X1 Analyzer so we can continue to fully support you for the foreseeable future. SABIA offers economical electronics upgrade packages for all XL-5000, XC-5000, L-2000, and non-LiNX X1 Analyzers. Please contact SABIA sales and service by email at sales@sabiainc.com or by phone at +1-858-217-2200 so that we may assist you.