



Trident® 1 Specimen Radiography System End-of-Life (EOL) Notification

May, 2022

Dear Hologic Customer,

As a valued Hologic customer, you have our commitment to provide you with 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.

As technology develops and challenges to the global supply chain arise, older systems may face an increasing scarcity of replacement components that eventually make it impossible for us to support certain components. While our Hologic services customers will continue to receive our award-winning service and we will continue to prioritize making service parts available for as long as we can following the date of purchase, we cannot guarantee service of your existing system moving forward. Further, as provided in additional detail below, supply chain constraints have made certain components scarce such that we may no longer be able support replacement of such components on your system.

Effective immediately, Trident® 1 specimen radiography systems will be in EOL status for all dates of installation prior to 2018. We will continue to provide phone support and time and materials service based on the availability of replacement parts.

If you have a Trident® 1 specimen radiography system (TRI-0001) that was installed in 2018 or later, we will strive to continue to support your system under the terms of your service agreement and in accordance with the availability of parts and products, wherever possible. Please consult the table below for applicable EOL dates:

Installation Date:	Approximate Serial Number Range:	EOL Effective Date:
December 2016 or earlier	8500111XXXX – 8501216XXXX	Effective Immediately
Jan 2017 – Dec 2017	8500117XXXX - 8501217XXXX	January 1, 2023
Jan 2018 – Dec 2018	8500118XXXX - 8501218XXXX	January 1, 2024
Jan 2019 – Dec 2019	8500119XXXX - 8501219XXXX	January 1, 2025
Jan 2020 – Dec 2020	8500120XXXX - 8501220XXXX	January 1, 2026

Furthermore, Microsoft ended support for Windows 7 operating systems in October 2020. The Trident 1 systems operate on Windows 7 and cannot be upgraded to Windows 10. Hologic had previously agreed to offer extended support for an additional three years, which is due to expire on October 1, 2023.

Lastly, effective immediately, Hologic will no longer be able to support any replacements for the computer component of the Trident 1 system (ASY-08017 and RM-ASY-08017). Preventative maintenance, phone support and replacement parts for components such as the detectors or x-ray tubes will continue. Although we have seen low incidence of the computer component needing repair, if you have an issue with your computer component, we will work with you to find an appropriate solution. Please note that this does not impact our Faxitron® Trident® HD products.

We value your loyalty over the years and remain committed to providing our customers with the highest-quality products and service. Please don't hesitate to contact your local representative for information on our current line of specimen radiography systems.

We regret any inconvenience this EOL notification may cause. Please reach out to your local representative or our support team below with any questions:

For all questions concerning this EOL Notice, or for help identifying your local Hologic Account manager, please contact Hologic Customer Service on 1800-264-073.

If you have technical questions related to your system, please contact Technical Service on 1800 264 073 Option #1 or ANZ-support@hologic.com

Sincerely,



Mick Virtue
Director
Customer Experience - Hologic ANZ