



Friday, November 30, 2018

## End of Support AGILITY® v. 1.40 software for use with DYNEX AGILITY® system

Dear AGILITY Customer,

At DYNEX®, we strive to provide exceptional customer support for our products and services. We have released several software upgrades in the past to improve usability, add new features, and resolve technical concerns brought to our attention by customers such as yourselves.

Every DYNEX software product has a lifecycle. The lifecycle begins when a product is released and ends when it's no longer supported. This communication is to keep you informed about the upcoming end of support for AGILITY version 1.40 and earlier versions, to help you make informed decisions about when to update, plan your upgrade, and decide which version is best suited for your laboratory.

### **Starting February 1, 2020 AGILITY version 1.40 and earlier versions will no longer be supported.**

You may continue to use your AGILITY system with AGILITY v. 1.40 or earlier versions after this date for the assays you have validated, your results will not be affected. However, if you need service after this date a new software version will need to be installed. Dynex will not be able to restore your system to the state it was prior to servicing; loss of results data, configurations, and quality control data may follow.

We understand that you operate in a highly regulated and quality environment and you need to plan your transition accordingly. Please keep this date in mind, **February 1, 2020**, while making your upgrade decision.

The following software will continue to be supported:

- AGILITY 1.4.1
- AGILITY 1.4.2
- AGILITY 1.4.3
- AGILITY 1.4.3.8
- AGILITY 1.4.4

For more information about this communication or end of life support for this and other DYNEX products, contact us at [techservice@dynex.com](mailto:techservice@dynex.com) or call us toll free at 800.288.2354.