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January 10, 2019

To: All Valued PHI USA Legacy TRIFT Systems (TRIFT II, TRIFT 97 & TRIFT III) Customers

From: Greg Homme and Scott Anderson, Physical Electronics (PHI USA)

Re: **EOS for PHI TRIFT II, TRIFT 97 & TRIFT III Systems**

FEI Thermo has informed PHI USA of the “**End of Life**” for the FEI LMIG. They will no longer be repairing the FEI model 20200 LMIG for our Legacy TRIFT systems and an upgrade path is not available.

Exchanges

PHI USA will continue to supply loaner equipment with priority to our service contract customers and will honor service contracts on these systems, until January 1, 2022. After this date, PHI USA cannot guarantee that loaner LMIGs will be available.

Service Contract Coverage

Service contract coverage on the FEI LMIG will no longer be offered after December 31, 2021 and any contracts offered before this date will only be available for a 12 month period. After this date, PHI USA will provide “**End of Life**” best effort loaner support if available, from January 1, 2022 through January 1, 2025. After January 1, 2025, all loaner and repair requests will be performed as best effort Paid Service.

Questions and Concerns

If you have any concerns about this obsolescence, or if there are any questions about future service on your system, please contact Scott Anderson at 952-828-6243 or our service department at service@phi.com.

We apologize for any possible disruption that the obsolescence of the FEI Thermo LMIG may have on your system operation. Understanding how difficult it can be to keep scientific instruments in top form over the lifetime of the hardware, we at PHI USA continually renew our dedication to keep your system in top operational condition.

Sincerely,

Greg Homme
Director, Customer Service
Physical Electronics USA

Scott Anderson
Factory Service Manager
Physical Electronics USA