



NOTICE: Waters' acquisition of DESI 2D FAQ

1. What does the Waters acquisition of DESI 2D mean for Prosolia's current customers?

Prosolia will continue to support its current customers with products within their standard or extended warranty periods, in the same manner as before the acquisition by Waters. For those customers who have DESI 2D or other DESI products that are out-of-warranty, we will continue to provide phone and email assistance as well as spare parts and consumables for purchase through September 30, 2019, however, Depot Repair services are not available.

2. Can I still buy non-Waters DESI 2D products?

Yes. Purchase Orders for Thermo Scientific and Agilent DESI 2D configurations will be accepted through June 28, 2019. After June 28, 2019, purchase orders for these configurations will only be accepted based on availability of inventory. All DESI 2D sales will cease September 30, 2019.

Click [here](#) to request information.

3. Will Prosolia support non-Waters DESI sources after September 30, 2019?

No. Prosolia will end all support of its DESI products for all customers on September 30, 2019.

4. Can I still buy spare parts and consumables for DESI products from Prosolia after September 30, 2019?

No. After September 30, 2019, contact your local Waters sales representative for requests related to DESI products. Any last time buys for spare parts and consumables should be placed in early 2019 to ensure availability.

5. How can I purchase a DESI 2D configuration for Waters instruments?

DESI 2D configurations for Waters instruments are now sold exclusively through Waters. Contact your local sales representative for more information.

6. Did Waters acquire any other Prosolia products?

No. Waters did not acquire Prosolia's rights in its other two product lines, specifically flowprobe™ and Velox™, or any of Prosolia's employees or operations. As part of the acquisition, Prosolia has agreed to continue manufacturing DESI 2D sources for Waters. Prosolia will continue business operations for its other two product lines independently from Waters.