



July 1, 2023

Dear Valued Customer,

Biolog is issuing End of Warranty and End of Service Life notifications for the first generation of OmniLog™ systems (serial numbers 100-599).

Biolog Inc.
21124 Cabot Blvd.
Hayward, CA 94545
(800) 284 4949

End of Warranty: we will no longer offer new extended warranties or preventive maintenance contracts on these OmniLog systems after August 31, 2023. Repairs and preventive maintenance are still offered on a time and materials basis in select geographies.

Lab Services
125 Sandy Dr.
Newark, DE 19713
(302) 737 4297

End of Service Life: we will no longer offer guaranteed support for these OmniLog systems after August 31, 2025.

Important Dates:

- August 31, 2023 Last day to purchase a one-year service contract for the OmniLog (serial # 100 - 599)
- August 31, 2025 Last day of guaranteed technical support provided for the OmniLog (serial # 100- 599)
- September 1, 2025 and beyond Start of non-guaranteed support for OmniLog (serial # 100 - 599)

OmniLogs with serial numbers 600 or greater, which are manufactured with updated components, are supported under different terms.

We hope that the advance notice is helpful in planning your support needs for your existing OmniLog instrument, and in budgeting for replacement instruments. Biolog has recently announced and launched the new [Odin](#) system, which replaces the functionality of OmniLog and adds new capabilities and new software. Please contact your local sales representative to learn more or reach out to Technical Support at tech@biolog.com for any questions.

Sincerely yours,

Joe Barco, PhD
VP Product Management

