

September 6, 2023

Dear Valued Customer,

Biolog is issuing End of Warranty and End of Service Life notifications for the OmniLog™ systems (serial numbers 600 and greater).

**Biolog Inc.**

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**Lab Services**

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**End of Warranty:** we will no longer offer new extended warranties or preventive maintenance contracts on these OmniLog systems after **December 31, 2027**. Repairs and preventive maintenance are still offered on a time and materials basis in select geographies.

**End of Service Life:** we will no longer offer guaranteed support for these OmniLog systems after **December 31, 2028**, or as long as parts remain available.

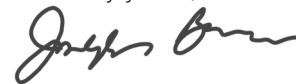
Important Dates:

- December 31, 2027 Last day to purchase a one-year service contract for the OmniLog (serial # 600 and greater)
- December 31, 2028 Last day of guaranteed technical support provided for the OmniLog (serial # 600 and greater)
- January 1, 2029 and beyond Start of non-guaranteed support for OmniLog (serial # 600 and greater)

OmniLogs with serial numbers 100 - 599, which were manufactured with older components, are supported under different terms only through August 31, 2025.

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](mailto:tech@biolog.com) for any questions.

Sincerely yours,



Joe Barco, PhD  
VP Product Management