July 20, 2021

Subject: Discontinuation of legacy SoftMax Pro Software (standard and GxP versions)

Dear Valued Customer,

Thank you for being a valued customer of Molecular Devices. You are receiving this email because our records indicate that you are a SoftMax Pro Software user. Molecular Devices is focused on continuously providing you with new innovative products with improved security, design, and functionality in support of your scientific research. After careful consideration, we have decided to sunset legacy versions of our SoftMax® Pro Software used for microplate reader data acquisition and analysis to align with this strategy. This letter serves as an Advanced Notice of Discontinuation.

Please note that this in no way affects SoftMax Pro version 7.x users. The discontinuation is specific to legacy versions of SoftMax Pro Software only which includes Standard, Drug Discovery, Enterprise and GxP versions 4.x, 5.x and 6.x, released in 2001, 2005 and 2011, respectively.

At this time, we strongly encourage you to upgrade to the new 7.x version which contains new features, improved security, and supports current Windows operating systems. Our SoftMax Pro 7.1.2 Software – available in standard and GxP options – replaces our legacy versions and is compatible with all of our currently supported microplate readers. SoftMax Pro 7.1.2 GxP Software also addresses the updated guidance released by the FDA in 2016 regarding electronic signature and record-keeping requirements in 21 CFR Part 11.

If you instead choose to license legacy versions, keep these deadlines in mind:

- Last day to purchase software licenses for versions 4.x and 5.x is September 30, 2021. After this date, licenses for these versions will no longer be available for purchase.

- Last day to purchase software licenses for versions 6.x is December 31, 2021. After this date, licenses for these versions will no longer be available for purchase.

- Support for all versions will continue through July 2022. For version 6.x users who do not choose to upgrade to version 7.x at this time, we will offer paid **Extended Support Plans** starting in July 2022. These plans are limited to application support, with no feature enhancements or bug fixes.

Please use the link below for an upgrade path and resources for SoftMax Pro version 7.1.2
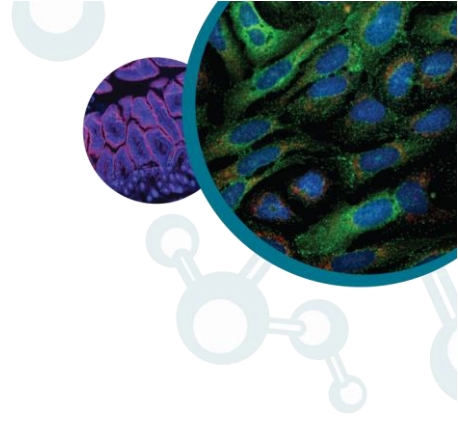https://support.moleculardevices.com/s/article/SoftMax-Pro-Upgrade-resources

For more information, please contact our team:

  North America: 1.800.635.5577 or email support@moldev.com
  Europe: 00800.665.32860 or email infoboxeu@moldev.com

For all other regions, click here.

Our development and innovation is fueled by our customers. We appreciate your feedback. As always, we remain committed to providing you with the highest quality of products and services.

Please let us know if we can answer any questions.

Thanks!
Laxmi Chokhani
Sustainment Product Manager