



August 28, 2017

Dear Valued Customer,

Thank you for trusting Molecular Devices in collaborating with you to advance your research. We greatly value your business and take that partnership responsibility very seriously. We strive to bring you innovation and the highest quality products and services. Unfortunately, in rare events, we are not able to meet a quality standard and must take appropriate measures.

As you may be aware, Molecular Devices discontinued production of ClonePix™ FL instruments over 5 years ago when we launched the ClonePix™ 2 system. Our ability to source parts for the ClonePix FL has become too challenging to maintain. For this reason, Molecular Devices is no longer offering new service and support plans with the ClonePix FL Colony Picking System effective immediately.

Molecular Devices will continue to honor all service and support contracts that are currently in effect as well as services for instruments under warranty (under standard warranty terms). We will also continue to offer preventative maintenance visits as long as parts are available. Finally, we will make a reasonable effort to offer service and support (time and materials) of the ClonePix™ FL instrument on an ad hoc basis.

As an incentive to provide you better service coverage, we are offering a one-time promotion* for a 20% discount on a ClonePix 2 instrument if you upgrade your ClonePix FL to a ClonePix 2 System. Please contact your sales representative for additional details (contact information included below).

You are a valued customer and we want to thank you for your patience and understanding. Our company is dedicated to providing you with the highest quality products and services to meet your current and future needs.

Sincerely,

Steve Wiltgen,
Product Manager, BioProduction Development

*** Terms and Conditions:** Purchase order must reference promotion code **BPDCPFL-Q32017**. The offer is 20% off the list price of the ClonePix™ 2 system from Molecular Devices upon trade-in of the ClonePix™ FL system, **valid Aug 20, 2017 through September 30, 2017**. The offer does not include any other options and accessories. This promotion cannot be combined with any other promotion or discounts. No substitutions or swap outs. The discount is not convertible to cash. All prices exclude delivery charges and local tax which are the responsibility of the customer. Purchase orders must be received by **September 30, 2017**. The trade-in unit must be returned, at Buyer's cost, to Molecular Devices within 30 days from delivery of the ClonePix™ 2 system to Buyer. Promotion is not valid for standing orders. The purchase is subject to Molecular Devices standard terms and conditions of sale. Promotion is available in United States, Canada, and Europe when buying directly from Molecular Devices. All products are research use only. Void where prohibited.