



Illumina, Inc.
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31 January 2017

Product Obsolescence Notification

Dear Valued Customer,

At Illumina, we are dedicated to empowering your research through the continuous development of the most advanced solutions for genetic analysis. This rapid pace of innovation means a constant refinement of our product and market offerings. It is in this spirit that we are informing you we will be discontinuing the NeoPrep Library Prep System.

Effective immediately, we will no longer sell the NeoPrep Library Prep instrument. We will continue to supply TruSeq Nano DNA Library Prep Kits for NeoPrep and TruSeq Stranded mRNA Library Prep Kits for NeoPrep until January 31, 2018. Between now and January 31, 2018 (the "discontinuation period"), the NeoPrep instrument and kits will be fully supported. Between February 1, 2018 and April 30, 2018, Illumina will provide commercially reasonable support for the NeoPrep instrument and kits. No new kits will be released for the NeoPrep system.

Illumina recognizes that this discontinuation can impact your laboratory operations. As a result, Illumina offers you the option to use the system until April 30, 2018 or receive a credit for the system if you choose to discontinue use within 6 months.

The rest of this notice provides additional details on this obsolescence plan. An addendum to this notice describes the performance you can expect from the NeoPrep System during the coming year and our kit replacement policy. Review this information carefully.

Products Affected and Key Dates

Product/Catalog Number	End of availability for purchase	Product Support
NeoPrep Library Prep System (SE-601-1001)	<ul style="list-style-type: none">January 31, 2017	<ul style="list-style-type: none">Full product support ends January 31, 2018Commercially reasonable product support ends April 30, 2018
TruSeq Nano DNA Library Prep Kit for NeoPrep (NP-101-1001)	<ul style="list-style-type: none">Last order: October 31, 2017Last shipment: January 31, 2018	
TruSeq Stranded mRNA Library Prep Kit for NeoPrep (NP-202-1001)		

Technical Support:
techsupport@illumina.com

Customer Service:
customerservice@illumina.com

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Options for Credit

Choose one of the options below and communicate this choice in writing to your Illumina account manager by April 30, 2017. In the event we do not receive a response by this date, we will assign you the default Option 1 (use the NeoPrep system until April 30, 2018).

If your system has been installed:

Option	Description	Conditions
1	Use the system until April 30, 2018.	No credit or other compensation will be provided.
2	Discontinue use of the system and receive a credit.*	Discontinue use of the system by no later than July 31, 2017.

If your system has not yet been installed:

Option	Description	Conditions
1	Install the system and use it until April 30, 2018.	No credit or other compensation will be provided.
2	Return the system and receive a credit.*	Return the system by no later than April 30, 2017.

* Your Illumina account manager will provide you with the credit amount and conditions. The credit will be applicable toward future purchases of Illumina products and/or services.

Outstanding Kit Orders

As of the date of this notice, we are delaying shipment of any outstanding orders for NeoPrep kits (ie, orders that have not yet shipped). Contact your Illumina account manager if you wish to take delivery or cancel any kit orders that have not yet shipped.

Product support

As of the date of this notice, Illumina will no longer sell NeoPrep instruments. You can purchase a service contract or extend your current one through January 31, 2018. All NeoPrep service contracts, regardless of purchase date, will end by January 31, 2018. If you have a contract scheduled to end after this date, we will prorate the contract and credit you for any remaining balance.

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- Full product support: through January 31, 2018

You will continue to receive the same technical support and service that Illumina has provided before the issuance of this notice.

- Commercially reasonable product support: February 1, 2018 through April 30, 2018

We will use commercially reasonable efforts to provide technical support and service for your NeoPrep System, though we cannot guarantee the availability or lead time of replacement parts or kits.

If your NeoPrep System cannot be repaired, we will prorate the cost of your current service contract from the date you reported the problem and credit any remaining balance.

Given that we will not always be able to repair your NeoPrep System or that the repair can take significant time, we recommend planning your purchase of NeoPrep kits accordingly. As a reminder, after we ship consumables, they cannot be returned.

Your account manager will contact you soon to discuss this notice and the options described above in more detail. We apologize for any inconvenience that this discontinuation can cause.

Sincerely,

Mark Van Oene
Chief Commercial Officer
Illumina, Inc.

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ADDENDUM

If you choose to continue to use the NeoPrep System, below is information on the expected performance of the system, our kit replacement policy, and our ongoing efforts to deliver a stable kit supply.

The sample success rate for the NeoPrep system depends on many factors. When a trained and experienced user operates the system and follows Illumina recommendations for sample quality and quantity, the *average* sample success rate across multiple runs can be as high as 85%-90%. This means that for every 100 samples prepared on the NeoPrep system, 85 to 90 would meet yield metrics as reported by the system. While individual runs can achieve lower or higher success rates, the average sample success rate is not expected to exceed the range listed above.

Some customers have reported average success rates that are lower than the above range. This can result from the use of lower-quality samples, lower-than-recommended input amounts, sample preparation or loading errors, and potential issues with the kit or instrument.

When a sample does not meet yield metrics, it typically manifests in one of the following outcomes:

- Random failures: one or a few low-yield samples in a run. While most runs have 0-2 low-yield samples, some runs can have multiple low-yield samples
- Uncollectable libraries that are visible but outside the reach of the pipette
- Infrequently, one or both sides of the library card can fail

If you experience sample failures when following Illumina run set-up and sample quality and quantity recommendations, we offer the following replacement policy:

- For runs with 1 or 2 failed samples: keep count of the number of failed samples across runs, and Illumina will provide a free replacement kit when the count reaches 8 samples
- For runs with 3 or more failed samples: Illumina will provide a free replacement kit

Contact Illumina Technical Support for support and replacements.

Illumina continues to invest in measures to stabilize the quality and availability of NeoPrep kits. Some measures have already been completed, while others are planned for the coming months. These measures will help ensure consistent availability of kits during the discontinuation period. Lead times for kit orders will typically be 4 weeks, though we will make every effort to ship sooner as availability allows.

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