



Illumina, Inc.
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19 February 2018

Product Obsolescence Notification

Dear Valued Customer,

Illumina is committed to providing you the highest quality customer service, product support and technologically advanced sequencing solutions.

Initially launched in 2010, the HiSeq® Series of instruments helped drive the sequencing revolution. With the release of newer higher performing instrumentation, the demand for the HiSeq instruments has declined. The combination of age of the systems and limited demand inhibits our ability to procure replacement parts and components.

After careful consideration, it is necessary to announce formal obsolescence of the following HiSeq instruments: HiSeq 1000, HiSeq 1500, HiSeq 2000, HiSeq 2500, HiSeq 3000, certified pre-owned (CPO) HiSeq 2000 and CPO HiSeq 2500 instruments.

Illumina remains committed to providing customers with the highest-quality support and service during this discontinuation process. As such we will continue to provide full support of the instruments through February 28, 2023.

Products to be Obsolesced	Catalog #
HiSeq 1000	SY-405-1001
HiSeq 1500	SY-405-1501
HiSeq 2000	SY-401-1001
HiSeq 2500	SY-401-2501
HiSeq 3000	SY-401-3001
Certified Pre-Owned HiSeq 2000	SY-401-1002
Certified Pre-Owned HiSeq 2500	15033607R
HiSeq 1000 to HiSeq 1500 Upgrade	SY-405-1003
HiSeq 2000 to HiSeq 2500 Upgrade	SY-401-1003
HiSeq 1500 to HiSeq 2500 Upgrade	SY-401-1004

Support and Service Cycle Plan

Full Product Support: Effective **February 19, 2018 – February 28, 2023**. If the customer has and retains an Illumina service contract, Illumina will provide full product support:

- Access to Illumina Technical Support will continue for a period of 5 years from the end-of-life (EOL) date.
- Best effort to provide spares or replacement parts for hardware for a period of 5 years from the EOL date. However, Illumina cannot guarantee the availability or lead time of replacement parts.

Technical Support:
techsupport@illumina.com

Customer Service:
customerservice@illumina.com

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Customer will need to ensure that a current and fully paid support contract with Illumina is in place. Below are guidelines that should be followed to ensure that you receive effective support for the affected products:

- Service contracts that have not been renewed or have lapsed after 12 months of end-of-sale (EOS) date are not renewable.
 - HiSeq 2500 and HiSeq 3000 instruments are eligible for purchase of a new contract through June 30th, 2018.
 - HiSeq 1000, HiSeq 1500 and HiSeq 2000 are no longer eligible for a new contract.
- Renewal of customer's service contract will generally be available until the last year of support, but will not extend beyond the last date of support.

If a HiSeq system cannot be repaired, Illumina will prorate the cost of the current associated service contract (if applicable) from the problem report date, and credit any remaining balance.

Because Illumina may not be able to repair the HiSeq system or the repair may take significant time, Illumina recommends scheduling the procurement of associated consumables accordingly. As a reminder, all Illumina sales of associated consumables are final and cannot be returned after they are shipped.

All associated HiSeq service contracts will end **February 28, 2023**. The instruments will then be obsolete. If a contract ends after that date, Illumina will prorate the contract and provide credit for any remaining balance upon request.

HiSeq Consumables

Illumina is committed to the on-going support of the HiSeq systems and intends to continue to supply and support HiSeq consumables through February 28, 2023. However, any individual reagent kits may be discontinued prior to this date if demand is low.

Products Description	Catalog #
High Output Reagents	
TruSeq SBS kit v3 – HS (50 cycles)	FC-401-3002
TruSeq SBS kit v3 – HS (200 cycles)	FC-401-3001
HiSeq SBS Kit v4 (50 cycles)	FC-401-4002
HiSeq SBS Kit v4 (250 cycles)	FC-401-4003
TruSeq PE Cluster Kit v3 – cBot - HS	PE-401-3001
TruSeq SR Cluster Kit v3 – cBot - HS	GD-401-3001
HiSeq PE Cluster Kit v4 - cBot	PE-401-4001
HiSeq SR Cluster Kit v4 -cBot	GD-401-4001
Rapid Run Reagents	
HiSeq Rapid SBS Kit v2 (50 cycles)	FC-402-4022
HiSeq Rapid SBS Kit v2 (200 cycles)	FC-402-4021
HiSeq Rapid SBS Kit v2 (500 cycles)	FC-402-4023
HiSeq Rapid PE Cluster Kit v2	PE-402-4002
HiSeq Rapid SR Cluster Kit v2	GD-402-4002
High Output - Illumina Advantage	
TG TruSeq SBS kit v3 – HS (50 cycles)	TG-101-3002
TG TruSeq SBS kit v3 – HS (200 cycles)	TG-101-3001

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TG HiSeq SBS Kit v4 (50 cycles)	TG-101-4002
TG HiSeq SBS Kit v4 (250 cycles)	TG-101-4003
TG TruSeq PE Cluster Kit v3 – cBot - HS	TG-401-3001
TG TruSeq SR Cluster Kit v3 – cBot - HS	TG-301-3001
TG HiSeq PE Cluster Kit v4 - cBot	TG-401-4001
TG HiSeq SR Cluster Kit v4 -cBot	TG-301-4001
Rapid Run - Illumina Advantage	
TG HiSeq Rapid SBS Kit v2 (50 cycles)	TG-404-2001
TG HiSeq Rapid SBS Kit v2 (200 cycles)	TG-404-2002
TG HiSeq Rapid SBS Kit v2 (500 cycles)	TG-404-2003
TG HiSeq Rapid PE Cluster Kit v2	TG-403-2001
TG HiSeq Rapid SR Cluster Kit v2	TG-403-2002

Options for Customer Transition

For customers who want to transition anytime during the 5-year support period we offer several next-generation sequencing instruments that support the same applications as the HiSeq systems, such as the NovaSeq 6000 system and the NextSeq 550 system. Both are open platforms that can process a broad array of library types. Contact your local Illumina Territory Account Manager to learn which system is best suited for your needs.

We sincerely apologize if this obsolescence has caused any inconvenience. We value your partnership and are dedicated to supporting your endeavors with innovative solutions. Please contact Illumina Sales or Support Teams if you have any questions on this Product Obsolescence Notification.

Sincerely,

Illumina Platform Marketing Team

Technical Support:
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Customer Service:
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