

Date: 20/04/2016

Instrument: *Convergys*<sup>®</sup> X5

**ATTENTION- HIGH IMPORTANCE – PLEASE READ CAREFULLY!!**

**Subject: Remove of A5529 reagent protection module from spare part list**

**Effective Date:** Immediate

Dear Valued Customer,

Please note that in line with a management decision, Convergent Technologies will no longer offer Part Number: “A5529 – reagent protection module” as a standard part and it will be removed from the spare part list.

In the future, we will only provide you with a free of charge reagent protection module under the following conditions:

- In the event the module is faulty, you have to inform Technical Support Team by sending a WRF form. Then you must first send back the module and after Convergent Technologies has received the faulty module and checked it, we will send you a replacement part FOC if under warranty or invoice you if not.

In the future you will be unable to order this component as a spare part with a purchase order. For further information please contact with Convergent Technologies Support Team.

If you have any questions please do not hesitate to contact us.

Best regards,  
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Steuernummer: 031 310 30121  
Amtsgericht Marburg HRA 4125  
**Geschäftsführer:** Umesh Bhalla

**Bank:** Volksbank Main-Tauber eG, Tauberbischofsheim,

**EURO Transfers**

Account No. 67131401  
IBAN DE66 6739 0000 0067 1314 01  
BIC GENODE61WTH  
SWIFT GENODEFF

**USD Transfers**

Account No. 567131408  
IBAN DE97 6739 0000 0567 1314 08  
BIC GENODE61WTH  
SWIFT GENODEFF

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