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6th September 2019

Re: Discontinuation Plan for Microsoft® Windows® 7 OS Workstations

Dear Valued Customer,

As you are aware, Microsoft® will no longer support Microsoft® Windows® 7 operating system (OS) beginning January 14, 2020. In response to this announcement, BD plans to release versions of BD FACSDiva™ software, BD FACSCanto™ clinical software, and BD FACS™ SPA software that are compatible with Microsoft® Windows® 10 OS. BD plans to release the aforementioned software versions between October and December 2019.

Upon release of the new BD FACSDiva™ software versions, all new instruments that use BD FACSDiva™ software will be shipped with their respective software on HP Z240/HP Z2 Mini G4 workstations running Microsoft® Windows® 10 64-bit OS. This includes the following platforms: BD FACSCelesta™, BD LSRFortessa™, BD LSRFortessa™ X-20, BD FACSymphony™, BD FACS Aria™, and BD FACSCanto™.

If customers with existing instruments choose to upgrade their workstations to Microsoft® Windows® 10 OS, BD will make available the details of the upgrade process and pricing by end of September 2019. The only legacy workstations eligible for an upgrade are the HP Z240 and HP Z2 Mini G4 workstations. All other legacy workstations would need to be replaced to run Microsoft® Windows® 10 OS.

If customers choose to run downgraded Microsoft® Windows® software versions on new instruments, BD will continue to offer a limited number of HP Z240 workstations with the Windows® 7 OS. Starting in January 2020, BD will offer software downgrade support for new instrument purchases for a limited time.

If customers choose to not upgrade to Microsoft® Windows® 10 OS, BD will continue to offer technical support to the best of our ability on Microsoft® Windows® 7 OS workstations.

If you would like more information, please contact your local Sales Representative.

Sincerely,

Cormac Smyth
European Marketing Manager BD Biosciences
BD Switzerland Sarl

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BD FACS Aria™, FACSCanto™, FACSCelesta™, LSRFortessa™ and FACSymphony™ are Class 1 Laser Products. Products For Research Use Only. Not for use in diagnostic or therapeutic procedures.