

DSP3/Metal Eliminator/DSP/IP/DSP+ Metal Detector Obsolescence Notification

January 15, 2016

This letter contains important product lifecycle information about your DSP3/Metal Eliminator/DSP/IP/DSP+ Metal Detectors. Please keep this letter for future reference.

At Thermo Fisher Scientific we value our customers and that shows in our commitment to providing high-quality metal detectors to thousands of customers around the world for over 65 years. The Thermo Scientific Metal Detectors based on the DSP3/IP have served customers well for many years, but providing the original parts for these metal detectors is no longer possible.

We realize many of these metal detectors are NOT at the end of their useful life so we will continue to service and repair them with the APEX Upgrade kit and the original search head board (also used in APEX). This extends the life time of these detectors by many years and lowers the cost of ownership if any parts are required. Click this link to learn about the [APEX Upgrade](#)

This letter describes what support is available, what your trade-in option is and what parts remain for purchase on a first-come/first-serve basis.

Support available for DSP3/IP Based Metal Detectors

Parts	Field Service	Factory Repair	Technical Support
APEX Upgrade and search head board	✓	✓	✓

* Search head boards are available for DSP3/IP models and can be installed in the field or repair depot. The APEX Upgrade kit is available for all other electronics to extend the life of the metal detector. Note the APEX Upgrade offers new features and performance.

Please note with the APEX Upgrade Field Service and Factory Repair are still available. Technical support on the phone or via e-mail will remain available for the foreseeable future.

New Support Plans are also available and all Support Plans purchased prior to the date of this letter will be fully honored through their specified end date.

Trade-in Option

If your DSP3/Metal Eliminator/DSP/IP/DSP+ are beyond service and repair we have created a trade-in program to help you make the transition to the current generation of Thermo Scientific Metal Detectors - APEX.

Trade-in your old metal detector for a new Thermo Scientific APEX Metal Detector

Since its launch we have shipped and installed thousands of the APEX metal detectors in many different applications around the world. The APEX offers unique advantages compared to other metal detectors such as multi-coil design for improved sensitivity and AuditCheck for automatic performance verification. We also have an HD version for harsh washdown environments. Click this link www.thermoscientific.com/metaldetection to learn more about APEX or contact your regional sales office.

To demonstrate our appreciation to you for being a loyal customer a \$1000 (North America) or €1000/£800 Euro (Europe/UK) trade-in allowance is available on a new APEX.

If you have an immediate need for the original DSP/Metal Eliminator/DSP IP/DSP IP+ parts we do have limited stock of the items listed below. They are available on a first-come/first-served basis. Contact cs.pimn@thermofisher.com if you wish to purchase any of these parts.

DSP3/Metal Eliminator Parts Available	
265936	Control Panel
079075	Power Supply
082798	Power Supply to Control Panel Cable
080159	Search Head to Control Panel Cable (Integral)
062493	Search Head to Control Panel Cable (Remote 10 ft)
DSP/IP+ Parts Available	
084316	Control Panel
069920	Power Supply

We appreciate your business and we would like to thank you again for selecting Thermo Fisher Scientific as your Product Inspection solution provider. We realize product lifecycle changes can be inconvenient, but we are confident that together we can find a long term solution that will work for you. If you have any questions regarding the dates, policies or options in this letter, please contact our customer service or sales representatives.

Sincerely,



Bob Ries
Lead Product Manager, Metal Detection and X-Ray Inspection