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Endosafe®-MCS™ End of Life Policy

With the launch of the Endosafe® nexgen-MCS™ and as part of our End-of-Life policy, the original Endosafe®-MCS™ (MCS100, MCS100K and MCS550K) will be discontinued on July 31, 2017. To help you make informed and timely decisions regarding the upgrade of your system, we've answered some of the most frequently asked questions about support for the existing MCS100.

When is the last ship date?

The last ship date for the MCS100 is June 30, 2017. After this time, new orders will be considered on a first-come, first-served basis for any excess inventory that is not already committed to backlog. We cannot guarantee availability of supply after the last order date. We will do our best to serve you and help you manage your requirements.

Will you continue to service and support the MCS100?

Support for first-generation systems (MCS100, including parts, maintenance and calibration) will continue through December 31, 2022. Beginning in 2023, support and service for first-generation MCS™ systems will be limited. Replacement parts may no longer be available, and prices and lead time for the remaining parts may increase significantly due to low volume and technological obsolescence.

Are my test results still valid using the MCS100?

As long as your system is working properly and calibrated, your test results will be valid.

Do I need to revalidate my products if I upgrade to the Endosafe® nexgen-MCS™?

As long as you continue to use the same cartridge product code as used on your MCS100, you will not need to revalidate your products.

Can I use the same FDA-Licensed Endosafe®-MCS™ cartridges on the Endosafe® nexgen-MCS™? Yes. All sensitivities, including Glucan, are compatible with the Endosafe® nexgen-MCS™.

Can I run the same Endoscan-V™ endotoxin measuring software on the Endosafe® nexgen-MCS™?

Only versions 5.5.3SP2 and later will be compatible with the Endosafe® nexgen-MCS™.

Will I have to requalify the Endosafe® nexgen-MCS™ once I upgrade from the MCS100? Requalification of the system is recommended.

Whom should I contact if I have technical questions? You can send your questions to our expert technical support team at endo-comments@crl.com or 1-800-762-7016.

Whom should I contact if I have questions about pricing or delivery?

If you are a current customer, contact your local sales specialists. If you purchased the part(s) from a distributor, contact your local distributor. A list of our distributors and their locations can be found here: <http://www.criver.com/microbial-distributors>