

November 3, 2023

Subject: Discontinuation of Thermo Scientific™ Rocket Synergy™ 2 Evaporator System

Dear Valued Customer,

I am writing to inform you about an important update regarding the Thermo Scientific™ Rocket Synergy™ 2 Evaporator System, which has been a valuable component of our Sample Preparation portfolio for the past 12 years.

After careful evaluation and consideration of our product portfolio, we have made the decision to discontinue the sale of the Rocket Synergy™ 2 Evaporator System, along with all related accessories and peripherals, effective from November 3rd. The discontinued part numbers for the Rocket Synergy™ 2 Evaporator System are listed in the Appendix.

Please be assured that all Rocket Synergy™ 2 Evaporator Systems purchased prior to November 3rd will continue to receive full support for seven years from the date of purchase. This includes comprehensive assistance for the system itself, as well as the availability of consumables and spare parts required for maintenance and repairs.

Our commitment to supporting our valued customers remains unwavering as we discontinue the sale of the Rocket Synergy™ 2 Evaporator System. We understand the investment you have made in this product, and we assure you that we will honor any existing warranties or service agreements. Our technical support team will be readily available to provide assistance and address any concerns that may arise during this transition.

Although there are currently no comparable alternative solutions available to replace the Rocket Synergy™ 2 Evaporator System, we are delighted to introduce the Thermo Scientific™ EXTREVA™ ASE™ Accelerated Solvent Extractor as a significantly superior alternative. The EXTREVA ASE offers enhanced functionality for efficient extraction, evaporation, and combined extraction and evaporation processes. Our IC/SP business unit is dedicated to supporting discussions with customers who express interest in exploring the capabilities of the EXTREVA ASE.

If you have any questions or require additional information regarding the discontinuation of the Rocket Synergy™ 2 Evaporator System, or if you would like to learn more about the capabilities of the EXTREVA ASE, please do not hesitate to reach out to your local sales or technical support representative. They will be more than happy to assist you and provide the necessary guidance.

Appendix: Rocket Synergy™ 2 Evaporator System Part Numbers

Main Part Number	Part Description
C0960-01-00085	Rocket Synergy™ 2 Evaporator – 120 V
C0960-01-00086	Rocket Synergy™ 2 Evaporator – 240 V
C0960-01-00087	Rocket Synergy™ 2 Evaporator System with Inert Gas Purge – 120 V
C0960-01-00088	Rocket Synergy™ 2 Evaporator System with Inert Gas Purge – 240 V

Sincerely,

Michael Ebitson

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