



March 9, 2011

**Dear Valued Customer:**

**RE: MAS-100 NT , Cat.-No.: 1.09191.0001**

We would like to take this time to thank you for your order for the MAS-100NT microbial air sampling system. As you are aware there has been an extended lead time for the new production instruments. We would like to update you on the availability of the MAS 100 NT instruments. The instrument remains on sales hold awaiting final testing results from our manufacturer.

Our supplier has now identified the problem causing the blower motor to fail and has redesigned the effected internal components. The new design is currently under extensive testing and once this testing process is successfully completed we will resume production.

This decision to continue the sales hold is based on the extra time required to complete the rigorous testing to validate the new components that were the root cause of the blower motor failures.

The current MAS-100NT systems in operation are safe to use in your environmental monitoring program. The problem causing the blower motor failure should it occur, will give an error message "minimum flow not reached". The instrument will not allow you to take a sample should this occur. If you experience this error message please remove the instrument from service and contact EMD – Millipore for warranty repair at 800-222-0342. There is no risk of flow deviation on operating instruments that do not display this error message.

The testing of the new components is expected to be complete and instruments released for sale by May 17<sup>th</sup>. We appreciate your patience during this time and are committed to delivering the highest quality products. If you are currently using the MAS-100NT we will contact you for a free upgrade once the new design is approved. Again we apologize for any inconvenience this issue has caused and look forward to being your trusted business partner in the future. Please do not hesitate contacting me if you have any questions. We will keep you updated as this situation progresses.

Very Best Regards,

A handwritten signature in black ink, appearing to read 'Michael J. O'Grady', written in a cursive style.

Michael J. O'Grady  
Head of Regional Segment Marketing  
BioMonitoring North America  
mike.o'grady@merckgroup.com