

09 July 2026

Product End of Life Notification

EOL Notification #: EOLN/QDO/2026/01
EOL Title: Withdrawal of Mercury products and accessories
EOL Notification Date: as date of this letter

Dear Valued Customer,

Quantum Design Oxford is announcing the End of Life (EOL) of the Mercury products shown below, with immediate effect.

Affected Products

- **MercuryiPS** superconducting magnet power supply (MERC-IPS-60-M, MERC-IPS-60-S and all variants/configurations thereof)



Oxford NanoScience Limited trading as Quantum Design Oxford
Registered Office: Tubney Woods, Abingdon, Oxfordshire, OX13 5QX
Company Number: 16183788

- **MercuryiTC** cryogenic temperature controller (MERC-ITC and all variants/configurations thereof)



- All Mercury additional option accessory cards:
 - Single temperature sensor input channel card (MERC-CD-S)
 - 80 W heater card (MERC-CD-H)
 - Pressure card (MERC-CD-P)
 - Cryogen level metering card (MERC-CD-L)
 - GPIB interface card (MERC-CD-G)

System Quotations and Orders

Mercury products will not be part of new or revised Quantum Design system quotations from the above date. For systems that are already ordered, Mercury or an alternative with an equivalent performance will be provided.

Your Quantum Design sales representatives are available to discuss options and can be contacted via the local Quantum Design office https://qd-oxford.com/contact_us.html.

Warranty, Extended Warranties, and Service Contracts

Existing product warranties, extended warranties, service contracts and any similar individual contractual obligations will be honoured. If obsolescence prevents a direct replacement, then an alternative will be offered.

Replacement Products and Accessories

Replacement products and accessories will continue to be made available for **up to 7 years** from the EOL Notification Date. If a longer period exists within a sales contract or supply

agreement it will be honoured. Replacements may be new or refurbished items depending on availability. If obsolescence prevents a direct replacement, then an alternative will be offered.

Open Service orders currently in fulfilment will be satisfied.

Support

Technical support will continue to be made available for a period of **7 years** from the EOL Notification Date. If a longer period exists within a sales contract or supply agreement it will be honoured. Beyond this date technical advice will be offered on a reasonable-effort basis only.

Repairs

Repairs of existing products may be possible depending on condition, product issue and parts availability. Please contact your Quantum Design Service representatives to discuss options via the local Quantum Design office https://qd-oxford.com/contact_us.html

We appreciate your loyalty and support as a valued Quantum Design customer. Please do not hesitate to contact your local Quantum Design representative for further assistance.

Sincerely,

Quantum Design Oxford