



**SUBJECT: Model 2500 Two-Pressure Humidity Generators approaching End-of-Life—
Thunder Scientific no longer offering Calibration or Repair support for oldest units**

Introduced onto the market in late 1991, Thunder Scientific's Model 2500 Series Two-Pressure Humidity Generators have been supporting critical customer processes for over 30 years. As our flagship humidity generator, the 2500 established itself worldwide as the measurement world's premier self-contained humidity generating system, using the fundamental, NIST proven, "two-pressure" principle. Over the years, the 2500 has proven itself to be a robust, reliable, and tireless workhorse, with industry-leading accuracy and performance specifications.

Several of the original components used in our older 2500 generators can no longer be sourced, and the cost of retrofitting these units to keep them in service has become prohibitive. As a result, Thunder is phasing out support for our oldest generators.

This bulletin serves as notification that, effective immediately, Thunder Scientific will no longer provide calibration or repair support for Model 2500 generators manufactured on or before June 2001. If the serial number on the back panel of your generator is 7 digits, with the last three digits ranging from 001 to 300, your unit is impacted by this bulletin. Units with 8-digit serial numbers, and those with 7-digit serial numbers having the last three digits greater than 300, are not impacted. The exception to this action is if your older unit is already scheduled for a field calibration. Our technician will perform a routine calibration as scheduled, however if the unit requires servicing beyond the normal field capabilities, that service can no longer be rendered.

We extend our sincere thanks for the continued trust you have placed in the longstanding quality and world class customer support that has been synonymous with the Thunder Scientific name for over 55 years. In recognition of your past support, we would like to assist you in upgrading your process(es) with the significantly improved uncertainties and process control of the Model 2500's successor, our new **Model 2900 Automated "Two-Pressure" Humidity Generation System**. By initiating the purchase of a new generator now, you not only will minimize the business risk of unexpected downtime, but you will also be adding state-of-the-art humidity generation equipment to your laboratory/production processes. Follow the links below to view the **NEW 2900**, as well as our full line of generators:

https://www.thunderscientific.com/model_2900/
https://www.thunderscientific.com/humidity_equipment/

Further details are available by emailing us at sales@thunderscientific.com or calling 800/872-7728. We look forward to hearing from you.

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