



**SUBJECT: Model 3900 Low Humidity Generation Systems approaching End-of-Life--
Thunder Scientific no longer offering Calibration or Repair support for oldest units**

Introduced onto the market in 1995, Thunder Scientific's Model 3900 Series Low Humidity Generation Systems have been supporting critical customer processes for over 30 years. As our flagship low humidity generator, the 3900 established itself worldwide as the measurement world's premier self-contained low humidity generating system, using the fundamental, NIST proven, "two-pressure" principle. Over the years, the 3900 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 3900 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 repair support for Model 3900 generators manufactured on or before June 2007. If the last three digits of the serial number on the back panel of your generator are 001 through 060, your unit is impacted by this bulletin. Units with serial numbers ending in 061 or larger are not impacted. We will continue to provide routine 3900 calibration support for the older units, however, if the unit requires servicing/repair beyond the normal calibration activities, we will be limited in the extent of repair available.

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 59 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 3900's successor, our **Model 3920 Automated Low 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 low humidity generation equipment to your laboratory/production processes. Follow the links below to view the **Model 3920**, as well as our full line of generators:

https://www.thunderscientific.com/model_3920/

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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