

October 2020



ADVISORY NOTICE

KAYE NETPAC I®

Dear valued customer,

For over 30 years the NetPac I has been the standard for wired Monitoring systems in the Pharmaceutical / Biotech industry. With many hundreds of units sold customers still rely on the accuracy, reliability and proven performance of the NetPac units. Several years ago based on availability of aged parts and rapidly changing technology, Kaye began the development of the next generation of NetPac II.

NetPac II

In November 2018 we began shipment of the NetPac II. With the introduction of the new NetPac, we also want to assure our large installed base of existing NetPac I users that as we have done throughout our history, we plan to continue to provide support and allow them ample time to properly plan for their future and provide uninterrupted monitoring solutions.

The NetPac II has many new features and can be used either in conjunction with the NetPac I or can directly replace an existing installation. With on board memory, networking connectivity and a calibration utility, the NetPac II will give greater piece of mind when using the LabWatch continuous monitoring solutions.

With this notice we are formally announcing that Kaye will cease the new sales of the NetPac I immediately. Kaye will continue to provide repairs and parts for the NetPac I, for a minimum of 2 years after discontinuation of sales. Service of the NetPac I will continue for a minimum of 5 years after discontinuation of sales.

We look forward to working with you on the transition to the new design. Our commercial teams can provide flexible solutions for any customized requirements for users owning a larger installation of NetPac I units.

Find out more on: www.kayeinstruments.com/en/environmental-monitoring/hardware/kaye-netpac-wired

We look forward to working with you on the transition to a new dry block and are here to answer any questions. Please contact us or your local Kaye representative to discuss the impact and possible solutions, as well as any other requirements for validation or monitoring.

Sincerely,

Jon Aldous

Monitoring Product Manager

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