



February 18 2018

TO: KODAK THERMOFLEX Flexographic Platesetter Customers

FROM: Sue Kutay, WW Product Manager, Flexographic Packaging Solutions

SUBJECT: Service Support for KODAK THERMOFLEX Flexographic Platesetter

The time has come to announce the end of support for several models of the KODAK THERMOFLEX Flexographic Platesetter portfolio. The lack of commercial availability for various parts (such as workstations and peripheral devices) prevents us from providing reliable support for these older technologies. We want to thank you for your continued business over the lifetime of this product line.

The following product models are being discontinued: KODAK THERMOFLEX Narrow Flexographic Platesetter (S,F,V)

KODAK THERMOFLEX Narrow Hybrid Flexographic Platesetter

KODAK THERMOFLEX Mid Flexographic Platesetter (S, F)

KODAK THERMOFLEX 4045 Flexographic Platesetter (S,F)

KODAK THERMOFLEX Mid II Flexographic Platesetter (F)

KODAK THERMOFLEX WIDE 3648, 5067, 5280 Flexographic Platesetter (F,V)

KODAK THERMOFLEX WIDE I 3648, 4260, 5280 Platesetter (F)

KODAK THERMOFLEX WIDE II 3648, 4260, 5280, Platesetter (F,V)

KODAK THERMOFLEX WIDE II Sleeve Options

Active service contracts will be amended to address this change. Any last-time orders for maintenance parts under the terms of the service contract should be placed by December 31, 2018. The last date to receive service and support under the terms of a service contract is January 31, 2019. We cannot accept any returns on parts after that date. You will be notified if we cannot fulfill orders.

Our policy is to notify customers at least one year before the EOSL date for a product, to allow time for transition planning. After the EOSL date, we no longer provide contract coverage, and we provide service for existing units only on a best-effort basis, depending on available resources (parts and people) in that country. Best-effort support for the sleeve capability will be unavailable after the EOSL date due to a critical shortage of parts.

We offer an upgrade path to our award-winning KODAK FLEXCEL NX System. An ideal FLEXCEL NX System solution exists for virtually every flexo application, including flexibles, labels and corrugated. To

support your transition decisions, our Packaging sales representatives will be pleased to provide details about the FLEXCEL NX System solutions.

We thank you for being a longtime KODAK customer and look forward to your continued business success using KODAK solutions and products. If you have any questions regarding this announcement, please contact your local KODAK Sales Manager.