

Dear Valued Customer,

Our records indicate you are using the Artel MVS Multichannel Verification System with older versions of our MVS Calibrator Plates and Data Manager software. Data Manager 2.4 was released in 2010 and was designed for use with the Windows XP platform and will only be supported until July 28th, 2023.

These older Calibrator Plates and versions of Data Manager software are beyond their support phase. With advances in electronics, computers, operating systems, and instrumentation, it becomes increasingly difficult to continue to support products beyond a certain date, and at this point, our only recourse is to upgrade both your Data Manager software and Calibrator Plate.

It is also important to note that our current version of Data Manager software is far more powerful and provides the optimal performance for the MVS. You can review the benefits of upgrading to the new Data Manager software [here](#).

Artel will upgrade you to a new Calibrator Plate during your next recertification at no additional cost. This simply means that you will need to upgrade your software and we will work with you to review options and to ensure that you have all of the compatible hardware. To learn more, and to verify that your Calibrator Plate needs to be upgraded, [click here](#).

We value you as a customer and would like to thank you for putting your trust in Artel. Our continual focus is to provide you with products and services that will help you achieve your goals for laboratory compliance, efficiency, and quality.

To learn more, please visit our website or contact us at support@artel.co.

Sincerely,

[Artel Technical Support](#)