

HiSeq v4 System Upgrade Welcome Letter

Congratulations on the purchase of your HiSeq v4 Upgrade! All of us at Illumina would like to thank you for being a loyal HiSeq customer.

As part of Illumina's commitment to provide the latest in innovation and technology, the HiSeq v4 Upgrade includes firmware and software enhancements to increase the performance of this already powerful platform.

To upgrade your system expeditiously with minimal down time, Illumina is scheduling upgrades by account location in the order purchased. All upgrades are performed by a certified Illumina field representative.

You will receive a phone call from your Field Representative before your upgrade to confirm the date and time. If you need to change your appointment, please contact your Illumina representative to discuss alternatives (in AMR/EMEA, contact customer service at instrumentservice@illumina.com, and in Asia Pacific contact your Illumina Field Representative directly.

To prepare for your upgrade and familiarize yourself with support options, please visit the Illumina support pages:

- http://support.illumina.com/sequencing/sequencing_instruments/hiseq_1500.ilmn
- http://support.illumina.com/sequencing/sequencing_instruments/hiseq_2000.ilmn
- http://support.illumina.com/sequencing/sequencing_instruments/hiseq_2500.ilmn

New information regarding the upgrade, project & experimental design, software considerations, and process changes will be posted on the HiSeq support pages and MyIllumina.

We are committed to your success and look forward to partnering with you.

Sincerely,

Illumina Support Team