

Dear Customers

March 23, 2020  
Think Laboratory Co.,Ltd.  
President Tatsuo Shigeta

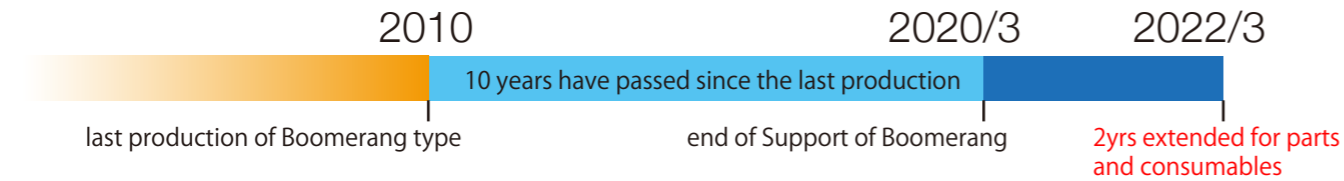
Boomerang (FP/FX) End of Services Support Announcement

Dear Sir / Madam

I would like to extend my sincere gratitude to our long relationship.

Last production of stand-alone Boomerang and Boomerang system integrated with FX or FP series was in year 2010 and we have tried to support the system over 10 years since. Unfortunately we are no longer unavailable to support those Boomerang system and we are announcing that we will end the total support of Boomerang system including selling consumables and maintenance services by March 2020.

Due to the current COVID-19 situation, we have decided to extend the support for two more years, till March 2022. Support of spare parts and consumables are extended with increased new price but other support will be ended as previously announced. We have prepared New FX series for replacement from Boomerang plating system. We are even thinking about a great replacement project to New FX series.Regarding the migration work to the new model, we will respond with full support system. New FX series are thinking to adapt Cr(III) instead of Cr(VI) in near future.We appreciate your understanding and cooperation on our advantages and our company's efforts to fulfill the environmental consideration and efficiency.



main reason to end the support

- increase of manufacturing cost
- production stop of electrical components
- lack of maintenance support engineers
- firing risk of degraded machineries
- risk measures or FRP tank repair
- disposal treatment of FRP tank
- risk of operator work environment
- underground penetration of cr and its environmental issue

already ended support services

- function expansion / modification work
- repair the Cr tank
- MMI software upgrade
- maintain current function

support services up to March 2022

2yrs extended for parts and consumables only

- mechanical and electronical parts
- consumable parts and consumable chemicals

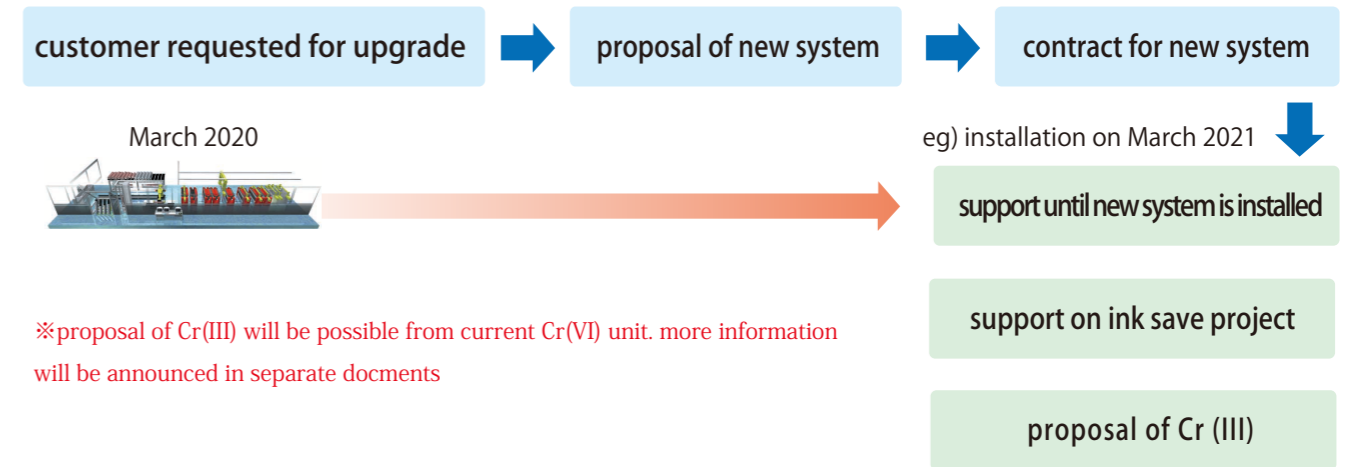
we will end the support service by March 2020, but customers made contract with New FX by March 2020 will obtain support service until New FX is fully installed and functionable even after March 2020 ※within extended 2yrs

applicable model



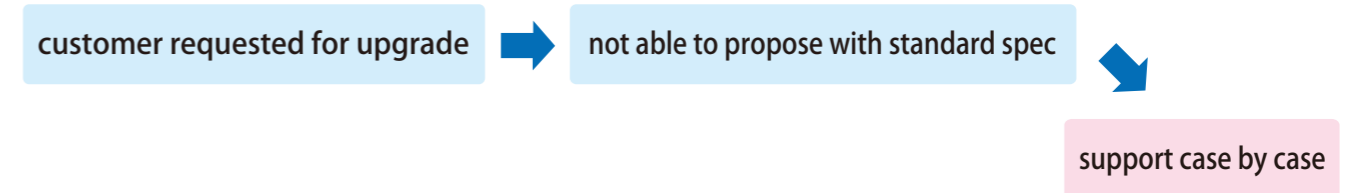
support sample 1 Upgrade to new system line

For customers who have requested an upgrade to the new model after April 2020, we will support the extend period until the installation of the new system.



support sample 2 Using special large system ※support is extended by March 2022

Customer using a large size cylinder with special system, we will support each case by case. Same support will be available for Cu only line or Cr only line.



support sample 3 Continuing current system ※extended for parts and consumables by March 2022

Customer not requesting to upgrade the system will be supported as stated on left side only. We will kindly ask each to support the sytem by each own way.

