



January 3, 2005

RE: Norscan 2000 CCU - Manufacture Discontinuation Notice

Dear Valued Norscan Customer,

This letter is to advise you that Norscan Instruments Ltd. has discontinued the manufacture and sale of the 2000 Computer Control Unit (CCU), effective immediately. Norscan has not manufactured or sold a 2000 CCU since May 2002. Our challenge as a market-driven organization is to meet your needs in a manner that will be beneficial to you and the cable management industry as a whole. Keeping this in mind, we have taken this action due to the increasing difficulty to secure raw materials for the 2000 CCU, as well as providing you with a state of the art replacement product based on enhancements our customers have asked for.

The 2010 Computer Control Unit is a direct, enhanced replacement product for the 2000 CCU. The 2010 CCU is 100% compatible with Norscan's ACMS software running in all existing 2000 CCU units. The robust design of the 2010 CCU uses only one unit of rack space and can be placed in either a 19 or 23-inch rack. An additional RS232 serial port has been added for easier interface with the 2000 Multi-Tone Module (if so equipped). The 2010 CCU is placed in the same position in the rack under the 2000 Master Shelf with all cabling connecting the same as with the 2000 CCU. All required hardware is installed in each unit along with our ACMS TCP/IP software. The 2010 CCU is shipped Ethernet ready, allowing you to Telnet into the system and receive reports via email in addition to communicating via dial-up line as is the case with existing 2000 CCU units.

As of April 1, 2005, any service request on an existing 2000 CCU unit will result in a purchase order for a new 2010 CCU unit at the negotiated list price. Norscan welcomes the opportunity to offer you a mass upgrade incentive to replace all existing 2000 CCU units with 2010 CCU units should you desire. If you have any questions, concerns, or are interested in discussing a mass upgrade, please contact your Norscan Account Representative, or our Inside Sales Desk at 204.233.9138 ext.28 or via email at sales@norscan.com.

Thank you for being a Norscan Instruments Ltd. customer. I look forward to working with you in the future and on continuing to improve your cable management system.

Sincerely,
Cory Ahlbaum
Product Line Manager
Norscan Instruments Ltd.