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to whom it may concern

Ref.: AACSRH

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Service Information MÜCAM/UNIMEX

Dear Sirs,

Please be informed that Jakob Müller AG decided to discontinue the sale as well as the further development of the MÜCAM and UNIMEX systems, i.e. the functionalities of these software systems will remain at their current level for the rest of their service life.

Further to that no efforts will be made to port these software systems to newer Microsoft operating systems. Customers using MÜCAM or UNIMEX may continue to use these tools reliably in a Windows XP-environment (client software) and with a Windows Server 2003 software (only MÜCAM) but no guarantees can be given that the software can also be operated with a Windows 7 or Windows 8 operating system.

We would therefore recommend to all our customers who are working with either MÜCAM and / or UNIMEX to ensure that they have suitable new hardware (servers and clients) operated with a stable Windows XP-system and / or a Windows Server 2003 software to last them for the forthcoming years.

Meanwhile Jakob Müller AG will continue to provide service support to the operators of the MÜCAM and UNIMEX systems via our Helpdesk at ce.jmf@mueller-frick.com to the extent that our specialists can still provide the know-how and our spare parts department will continue to provide spare parts as long as they are available for the hardware components which may be required for the MÜCAM production data collection system.

Should you be interested to plan a replacement of the MÜCAM system with an equivalent new system in the mid-term we can recommend to contact our partner company HALO Electronic GmbH in Lustenau, Austria (Telephone: +43 5577 88118-0, e-mail: office@inteos.com) which is the provider of a modern production data management software.

Please feel free to contact the undersigned if you have any questions regarding this service information.

Jakob Müller AG

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