



2207 Agate Court, Simi Valley, CA 93065

September 10, 2026

Subject: Important Product Notification – ENTECH 3100D Series Discontinuation and Replacement

Dear Valued Customer/Distributor,

We would like to provide an important update regarding the availability of the Entech 3100D Canister Cleaning Systems. The 3100D Series relied on the Pfeiffer MDP5011 molecular drag pump as a key component. Although Pfeiffer had advised that this pump would eventually be discontinued, the final end-of-manufacturing timeline was changed several times. When a firm date was announced, Entech placed a large order for these pumps to give us, our partners, and our customers enough time to prepare for this transition. However, many of these pumps were instead diverted by the manufacturer to other customer, resulting in a rather sudden and unexpected depletion of our stock approximately 6 to 12 months sooner than anticipated. As a result, we are very sorry to announce that we can no longer deliver our 3100D Cleaning Systems.

Despite an extensive search, no suitable replacement molecular drag pumps could be sourced. This has required a substantial redesign of our system. During development of our next-generation canister cleaning system, we discovered that scroll pump technology offers significant performance advantages and enables a new patent-pending cleaning process that improves the removal of trace organic contaminants from the inside of canisters during cleaning. The new 3200 Series is now entering production to replace the 3100D.

We had hoped to provide ample notice of this transition and sincerely apologize for any inconveniences this may cause. Existing MDP5011 pumps in Entech 3100D systems can continue to be serviced through Pfeiffer or qualified third-party repair providers.

We appreciate your continued partnership and understanding. We will continue to provide service on our 3100D systems, and we would be happy to align our customers and distributors with local molecular drag pump repair facilities upon request.

Sincerely,
Executive Management & Operations
Entech Instruments, Inc.