

**Document #:** EOS-QMP-032822

**Title:** End of Support (EoS) Notification for Quest Media Preparators

**Date:** March 28, 2022

Dear Customer,

ONLINE Engineering inc. is announcing the End of Support for the following products:

- Media Preparators, manufactured by Quest Machinery, All Versions

The decision to end support for this product has been based on increased obsolescence of parts and lack of documentation for retrofit design.

Milestone	Details	Date
Last Date to request Engineering Support	The last date to request engineering support including retrofit requests, part identification, and review of obsolete parts.	September 30, 2022
Last Date to request Sales Support	The last date to request sales support including part identification and replacement of obsolete parts.	December 31, 2022
Part Availability	There is no plan to stop the supply of available parts for these machines including replacement bushings/bearings, previously identified mixer components, and all available/known component parts.	No End Date Scheduled

If you would like to request parts for your equipment prior to the above dates, please contact [support@online-engineering.com](mailto:support@online-engineering.com). If you would like to learn more about replacement of your system visit our website to learn more about our [MultiPREP™ Model 250](#).

Best Regards,

ONLINE Engineering, inc.

[online-engineering.com](http://online-engineering.com)