

November 28, 2016

Dear AquaLab and Decagon Customer:

We recently made the decision to change our name from “Decagon Devices, Inc.” to “METER Group”. The part of METER that serves the food and pharmaceutical industry will be called “METER Food”.

Even though our name is changing, here are some things that won't change:

- We will continue to offer all the instruments you've come to rely on in your job. Of course, this includes our flagship product: AquaLab Series 4 water activity meters.
- Our scientist and customer support personnel will continue to answer any questions relating to water activity theory or instruments
- We will always have consumables like cups and standards available to make every-day usage simple and easy.

Here are a few things that will change:

- We will do better at inventing systems that make your job easier. The first of these is a digital quality records system called “Skala”. Skala is not a new way of entering data - instead, it eliminates data entry, cutting the time spent on gathering data by 80% and simultaneously making that data visible and searchable in real time. It's simply how the modern Food QA lab should work. You can learn more about it at [www.meterfood.com/skala](http://www.meterfood.com/skala).
- We will see you more. In order to do our jobs better, we need to understand where you work and what specific challenges you face. This means visiting you more and answering questions in person.
- We will push food science into new applications. The first example of this is our new shelf life testing consulting service, which takes the guesswork and headaches out of determining a product's shelf life.

We know that changing our name will cause some confusion. We are sorry for this, and will work with you to make sure the transition goes smoothly. The actual date that the name will change is January 1, 2017. During this process, we look forward to proving that METER Food will build on the strengths of Decagon to meet future needs of quality assurance and food science professionals. Should you have any questions about this change, please call us at 1-509-332-5601 or email [support.food@metergroup.com](mailto:support.food@metergroup.com).

Sincerely,



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