



Product Life Cycle Support Notice

Instron® AVE1 and SVE1 Life Cycle CHANGE to Phase4 NOTICE Effective September 30, 2020 Date of Notice: June 30, 2020

Keeping customers informed of the serviceability of their products is one of our primary duties as a responsible material testing instrument supplier. Today, we are informing you that the Instron AVE1 and SVE1 video extensometers will be moving from Phase 3 to Phase 4 in their Life Cycle status at the end of this year. To be clear, their existing designation, Phase 3, is defined as Out of Production/Best Effort Support. This means that the products are no longer in production and service support is on a best-effort basis, where sourcing parts for systems takes longer and pricing of the parts is typically higher. Their new designation starting at the beginning of next year, Phase 4, is defined as Discontinued. This means that the products are no longer in production and no service support is available, except by custom arrangement with Instron Professional Services. Replacement products are available.



Phase 4 has the following ramifications for the owners of these accessories:

- No engineering or manufacturing support is available.
- No replacement parts, new or refurbished, are available.
- Technical support for these items will be limited and no further internal training will be provided.
- For safety and data integrity issues, customers will be notified.

We will, however, continue to provide ongoing calibration services to the best of our abilities. Should a service situation arise during any of these onsite visits, best efforts will be made to rectify the issue.

Delaying a decision increases the risks to your laboratory of:

- Missed business opportunities
- Higher repair or replacement costs

Taking action NOW will protect your laboratory by:

- Improving efficiency with the latest industry solutions and capabilities
- Increasing operator productivity with user-friendly software
- Protecting your competitive advantage for the long-term

Migrating to a New Extensometer

As new technologies become available, you have the opportunity to improve your testing equipment to keep pace with continually increasing testing and industry demands. Equipment in the out of production / best effort status cannot provide the same level of reliability, data access, diagnostic, and control capabilities that are available from newer Instron product offerings. In light of the best effort support that is now available for the AVE 1 and SVE 1, users are encouraged to evaluate the risk of maintaining their current systems against the benefits of migrating to newer technology.

Why Migrate to Newer Technology?

The AVE 2 and SVE 2 are replacements to the AVE 1 and SVE 1 and provide a host of improved features that improve results for any lab. These devices require Bluehill Universal Software for the best usability but can also operate with older systems using analog voltage outputs.

- Improved accuracy and resolution to meet the most stringent test standards, including ISO 527-1
 - Accuracy improved to just 1 micron
 - Meets ASTM E83 Class B-1 or ISO 9513 Class 0.5
- Improved data rate to capture fast test events, including fast peaks
 - Increased from 50Hz to 490Hz with the AVE 2
 - Increased from 50Hz to 100Hz with the SVE 2
- Strain data is calculated live and sent directly to the test system, eliminating the need for complex PC synchronization
 - Better reliability and compatibility with future operating systems
- Save time with simplified calibration and commissioning
 - No need to adjust polarizers or apertures
 - No need to use lens spacers
 - 1 calibration screen with just 1 adjustment
- Change load strings faster with simplified extensometer mounting
 - New extensometers mount to the t-slots on the system eliminating the need for heavy mounts
 - Move from ambient to high-temp testing with just 2 handles, changing over in less than 5 minutes.



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