Product Life Cycle Support Notice 2017

Instron® Model 5500 Series in Phase 3 – Out of Production/Best Effort Support

This notice is to inform you that the Instron 5500 systems are in Life Cycle Phase 3. Instron is dedicated to meeting customer needs. Keeping you informed is our duty as a responsible supplier.

The Product Life Cycle Policy is intended to help you plan for the ultimate evolution of your Instron testing system. Notices, such as this one, are issued at life cycle milestones to inform you of pending changes and to provide recommendations on how to move forward. Please disregard this letter if you have already upgraded or no longer own this equipment.

Phase 3 – Out of Production/Best Effort Support nears the end of the Product Life Cycle. This formal designation means that products are no longer in production and service support is on a best-effort basis, where sourcing parts for your system will take longer and will be at a higher cost. Advance notification of transition to **Phase 4 – Discontinued**, the final Product Life Cycle Support step, will be provided for these affected products. For safety and data integrity issues, customers will be notified.

Affected Parts List

Model 5500 assemblies and components were produced starting in **1993**, and the electronics and control panel are no longer available for purchase. Many part numbers are already designated as "unavailable." Instron will continue to provide after-market support for these parts through the following services, as long as resource availability permits:

- **Repair and Return**: Customers send their defective parts to Instron for Repair and Return. Repairs are performed on a best effort basis (RMA process).
- **Exchange:** While customers may take the chance to purchase replacement parts from Instron's stock of repaired parts inventory (availability not guaranteed), we strongly advise exchanging to new technology. The exchange program requires that defective parts be returned to Instron within 30 days of shipment.
- **Remanufactured:** Customers can purchase a remanufactured part without the need to return a defective unit. Remanufactured parts are reconditioned, tested, and repackaged.

The Longer You Delay a Decision, the Higher Your Laboratory is at Risk For:

- Extended periods of downtime
- Missed business opportunities
- Higher repair or replacement costs

Take Action Now to Protect Your Laboratory:

- Improve efficiency with the latest industry solutions capabilities
- Increase operator productivity with user-friendly software
- Protect your competitive advantage for the long term

Why Migrate to Newer Technology?

Upgrade and Replacement Recommendations

Migrating to a New Testing System

As new technologies become available, you have the opportunity to improve your testing instrument to keep pace with continually increasing testing and industry demands. Systems in the Out of Production / Best Effort status cannot provide the same level of reliability, data access, diagnostic, and control capabilities available from newer Instron® product offerings. In light of the best effort support that is now available for 5500 models, 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?

- Improved accuracy and resolution
- Touch operation through the Operator Dashboard without use of a keyboard or mouse
- Full-function handset with live displays, real-time results, and most frequently used function keys
- Fully integrates with the newest Instron Bluehill® Universal software and accessories
- Computer control, analysis, and test reports *(no chart paper or manual analysis)*
- Conforms to the latest industry safety standards
- Support for strain measurement using extensometers and LVDTs, including the newest Instron video and automatic contacting extensometers
- High-speed data acquisition (increased from 500 Hz to up to 2.5 kHz) - enables peak data to be detected more accurately in tests
- Enter and save important test and user information with new “User Input” text and numeric fields
- Guided test prompts offer GPS-like navigation throughout the testing process
- Expanded results library meeting latest ASTM, ISO, and DIN standards, including a user calculation creator
- Complete test display flexibility with user-defined test plot axes, zoom-in/out, and cursor selectable capability
- Webcam option for recording and replaying tests

What are your Options?

Upgrade Electronics & Software

Instron also offers a 5900 upgrade program designed to extend product life and improve productivity with minimal cost and downtime. Instron’s newest 5900 series electronics, with Operator Dashboard and new Bluehill Universal software, are installed on the existing Instron test frame. Existing load cells and accessories are retained to protect the customer’s existing investments (select frames only).

Complete New System

The Instron 3300 and 5900 testing systems, with new Bluehill Universal software, are direct replacements of the existing 5500 testing systems providing fully automatic control and data analysis.

Visit us at go.instron.com/legacyasia or contact us at +65 65860838
for a detailed cost analysis on the benefits of upgrading.