



## Product Life Cycle Support Notice

### Visual Impact and Visual Impact Upgrade Life Cycle CHANGE to Phase 4 Notice

Effective December 31, 2023 Date of Notice: September 30, 2023

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 our software Visual Impact and Visual Impact Upgrade (product numbers C-0710-690-1, C-0710-690-1U, and C-0710-690-2U) will be moving to Phase 4 in their Life Cycle status in March 2024. They have been proven to be “iron horses” in the materials testing world, but the time has come for us to start ramping down our abilities to service and support.

To be clear, their new designation starting at the end of this 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. This designation applies to both the frames and the electronics associated with the frame. In the case of a retrofit, where original electronics have been replaced with newer electronics, the frame will still carry the Phase 4 designation.

### Phase 4 has the following ramifications for the owners of these systems:

- No further software updates addressing critical or non-critical bugs
- No further additions of features or enhancements
- No support for newer PC hardware or operating systems
- No support for newer Instron hardware accessories
- Technical support assistance will be offered on a reasonable effort basis

**Please note: System services, such as preventative maintenance and verifications, are still available.**

### Act Now to Protect Your Laboratory

Instron offers a state-of-the-art option to ensure that your labs are kept up to date with the latest industry solutions. In addition to protecting your lab, this option can improve the efficiency and productivity of your equipment.



Migrating to the new Bluehill® Impact solution will guarantee you to keep pace with continually increasing testing and industry demands. Moreover, you will be able to increase operator productivity and secure the long-term investment of your system.

## Why Migrate to Newer Technology?

Bluehill® Impact added values:

- **Smart Defaults**, a set of pre-configured defaults that cover the most common impact testing scenarios
- **Guided Workflow**, thanks to prompted tests and the touch panel, procedures set up take just a few clicks. Users can be guided through the entire testing process with step-by-step instructions, ensuring that their tests remain repeatable, simple, and error-free
- **Specimen Multi Selection**, edit parameters for many specimens at the same time with one click
- **Break Type Recognition**, automatic recognition of the break type according to the shape of the curve (ISO 6603-2). This ensures associations to the break type remain the same operator-to-operator
- **Built-In Safety Notifications**, the Dashboard gives clear visual information on the instrument status, so users always know when a test is in progress
- **Calibration Alert**, automatic alerts are generated when the calibration period is expiring. This feature helps to reduce the risk of invalid tests and protect your results against inaccuracies
- **Secure Access**, bluehill Impact security allows the Lab manager to configure permissions granting full access to super users and limiting access where needed

Now available for **9050 Impact Pendulum Series** and **9400 Drop Weight Impact Series**.

What are you waiting for? [Contact us](#) now to get more information.

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