

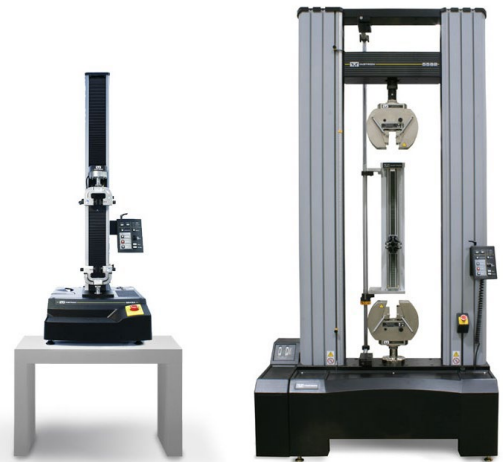


Product Life Cycle Support Notice

Instron® 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**, will be provided for these affected products once we learn we will no longer be able to support them. For safety and data integrity issues, customers will be notified.

Affected Parts List

Model 5500 assemblies and components were produced starting in **1993**, and have been supported by Instron ever since. However, the electronics and control panel are no longer available for purchase and 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.

Act Now to Protect Your Laboratory

The longer you delay a decision to upgrade, the more your laboratory may be at risk for extended periods of downtime and higher repair or replacement costs. Instron offers a variety of options to ensure that your labs are kept up to date with the latest industry solutions. In addition to protecting your lab, these options can improve the efficiency and productivity of your equipment.

What Are Your Options?

A Trade-in for a Complete New System



Instron® offers a range of universal testing machines which are direct replacements of existing 5500 Series systems. A trade-in ensures that you are on the latest Instron platform with in-production hardware, software, and electronics. Phase 1 systems have parts stocked by Instron's global service organization and can be backed by an extended warranty and support agreement for priority assistance.

For testing needs up to 50 kN, the 3400 and 6800 Series replace the 5540 and 5560 systems. For higher capacity needs, Instron's 5980 systems allow for testing up to 600 kN. We design our systems to re-use mounting interfaces and electrical connections wherever possible so that existing accessories can be used on a new system.

B Upgrade to 5900 Electronics & Bluehill® Universal Software

Instron also offers a 5900 EXTEND™ System Upgrade program designed to extend product life and enhance functionality with minimal cost and downtime. Instron's 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 while replacing obsolete electronic components. When retrofitting the 5500 Series, the software and electronics will be in Phase 1 while the frame remains in Phase 3.



In addition to all the features of Bluehill Universal, the 5900 Series upgrade provides users with:

- **Improved Specifications** – Equipped with data collection rates up to 1000 Hz, with extension, load, stress and strain rate test control
- **Advanced Capabilities** – Add up to 11 sensor conditioning modules and 4 digital I/O lines to interface with all of your measurement devices.
- **Accessory Compatibility** – 5900 Series electronics are compatible with the latest Instron accessories including video and automatic extensometers.
- **5900 Productivity Panel** – Four user-defined live displays allow operators to constantly monitor vital measurements alongside four programmable 'Soft Key' buttons to initiate a variety of test commands.
- **Replacement** of most at-risk legacy frame components



Upgrade to Bluehill® Universal Software

For machines which have been well-maintained and remain in good working order, a software upgrade is a great way to modernize a 5500. By upgrading to an Operator Dashboard with Bluehill Universal, users are on the latest software and operating system. Starting in January 2020, Microsoft has discontinued support for Windows 7. Bluehill Universal is designed for use on Windows 10, helping to protect your system from operating system vulnerabilities. When upgrading the software to Bluehill Universal with an Operator dashboard, the frame and electronics will remain in Phase 3 with software in Phase 1.



By upgrading to Bluehill Universal, Instron users can take advantage of the following:

- **Traceability** – Enables users to meet the audit requirements associated with FDA 21 CFR Part 11, ISO 17025, Nadcap, and others through seamless integration of electronic approvals, revision history, and an automated audit trail. (Optional)
- **Workflow & TestProfiler** – Build simple cyclic tests that include ramps, holds, and triangle waves. Conditional logic allows you to create looping patterns that help you re-create real-life scenarios with your tests. (Optional)
- **Prompted Tests** – Users can be guided through the entire testing process with step-by-step instructions, ensuring that tests remain repeatable, simple, and error-free.
- **TestCam** – Connect a USB webcam to experience point-by-point video playback, allowing you to view the test even after it has finished. (Optional)
- **Customizable Exporting** – Export anything post-test, from a professional report with graphs and tables, to customized text files to integrate with your Lab Information Management System.
- **QuickTest** – Perform a test using a basic set of parameters and inputs so users can get the results they need quickly and effortlessly.
- **Operator Dashboard** – Designed with ergonomics in mind, the Operator Dashboard is a large format All-in-One computer and touch screen that can be either mounted to the side of a user's Instron system or used with a pedestal base mount.

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