

Product Life Cycle Support Notice 2020

Instron® Models 9340 and 9350 in Phase 2 – Out of Production/Full Support

This notice is to inform you that the Instron **9340** (7510-000) and **9350** (7520-000) systems are in Life Cycle Phase 2. 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 provide recommendations on how to move forward. Please disregard this letter if you have already upgraded or no longer own this equipment.

Phase 2 – Out of Production / Full Support is a formal designation that products are no longer in production. Service support remains available. Spare parts are also obtainable - some parts may be supported through repair/return, exchange, and remanufacture services.

The next Product Life Cycle step is Phase 3 - Out of Production / Best Efforts Support, where sourcing parts for your system will take longer and be more costly. The final stage is Phase 4 – Discontinued. Instron will inform you when your system enters each of these stages. For safety and data integrity issues, customers will be notified.



Affected Parts List

Models 9340 and 9350 assemblies and components were produced starting in **2010**. Instron will continue to provide after-market support for these parts through the following services, as long as resource availability permits:

- **New:** Customers may purchase new replacement parts contingent on availability.
- **Repair and Return:** Customers send their defective parts to Instron for Repair and Return. Repairs are done on a best effort basis (RMA process).
- **Exchange:** Customers may purchase replacement parts from Instron's stock of repaired parts inventory. This 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
- Inability to perform testing
- Higher repair or replacement costs

Take Action Now to Protect Your Laboratory:

- Providing access to the newest technologies and testing capabilities
- Increasing operator productivity with new generation control panel, electronics, and software
- Securing the long-term investment of your system

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 from older generations 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 end of production for the 9300 series and availability of new electronics and controller, 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
- An All-in-One touchscreen controller with Bluehill Impact software and an integrated High Speed Data Acquisition System for enhanced usability
- Work safer and more efficiently with ergonomic set-up of the carriage, masses tups and specimen supports. Easily switch from high to low loads and from coupon to component testing.
- Get test results faster thanks to the prompted tests and pre-configured test methods that cover the most common impact testing scenarios included in Bluehill Impact.

What are your Options?

Upgrade Electronics & Software

The state-of-the-art controller can be retrofitted on all the 9340 with Firmware version later than 1.00 and on all the 9350 Drop Towers with FW version later than 3.00, excluding instruments with automatic feeding option.

Complete New System

The Instron 9400 testing systems, with new Bluehill Impact software, are direct replacements of the existing 9340 and 9350 testing systems.

Visit us at www.instron.us/en-us/products/testing-systems/impact-systems/9400-series-drop-tower or contact us at 781.575.5006 for a detailed cost analysis on the benefits of upgrading.