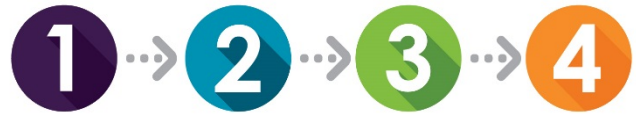


Product Life Cycle Policy

Instron® Product Life Cycle Policy

The Product Life Cycle Policy is intended to help you plan for the ultimate evolution of your Instron testing equipment and to provide recommendations on how to move forward.



1 Phase 1: In Production/Full Support

Products in Phase 1 are in full production, under warranty or out of warranty depending on timing, and...

- Service support options for hardware and software are available
- Hardware parts are available
- Software updates to the current production version are available

2 Phase 2: Out of production/Full support

Products in Phase 2 are out of production, under warranty or out of warranty depending on timing and...

- Service support options for hardware and software are available, but could be limited in special cases.
- Hardware parts are available
- Software upgrades to the current production version are available. Software updates will be available for safety and data integrity uses only.

3 Phase 3: Out of production/Best effort support

Products in Phase 3 are out of production, out of warranty and...

- Service support options for hardware and software will be provided on a best effort basis.
- Hardware parts are available on a limited basis and may be available only as used or reconditioned.
- Software upgrades to the current production version are available on a limited basis. Software updates will not be available. For safety and data integrity issues, customers will be notified.

4 Phase 4: Discontinued Product

Products in Phase 4 are out of production, out of warranty and...

- Manufacturing, and engineering support are not available
- Hardware parts are not available
- Software upgrades are not available. For safety and Integrity issues, Customers will be notified.
- Verification services as long as necessary equipment and gear is available.

Calibration/Verification

In all phases, Instron Professional Services can perform verification services as long as necessary equipment and gear is available. Occasionally, support can be provided to certain Phase 4 systems through custom arrangements and agreements with the Instron service organization. No engineering or manufacturing support is available for these systems

Software Versions and Upgrades

Every software product has a unique version number. The version numbers have two parts: Major Version Number and Minor Version Number.

e.g., Version 1.3 = Major Version is “1” and the Minor Version is “3”

A software “upgrade” will correspond to the change in the Major Version Number of the software.

e.g., Upgrade = Move from Version 1.3 to 2.1

A software “update” will correspond to the change in the Minor Version Number of the software.

e.g., Update = Move from Version 1.3 to 1.5

An "update" is a broadly released fix for a specific problem or problems used to improve or to fix a software product function while an "upgrade" is broadly released with an increase in functionality.

	Factory Technical/ Phone Support	Preventative Maintenance	Calibration	Repair/Parts
Phase 1	Y	Y	Y	Y
Phase 2	Y	Y	Y	Y
Phase 3	Limited Support*	Y	Y	Best Effort**
Phase 4	Limited Support*	Y	Y	No Repair Parts***

*Limited Support: Best effort technical/phone support based on available documentation and expertise.

**Best Effort Repair: Repair parts may have long lead times, be expensive, or be used/reconditioned; repair dependent upon the availability of pre-owned/repared parts. Repair may or may not be possible, and/or may take longer than usual.

***No Repair Parts: Due to the lack of parts, repair of this equipment may no longer be possible.

Visit us at go.instron.com/legacyamericas or contact us at 781.575.5006 for a detailed cost analysis on the benefits of upgrading.