



## SERVICE POLICY

To: Advanced Instruments Customers (Outside North America)  
From: Lisa Fahey, Director of Marketing  
Date: January 1, 2021  
Subject: Service Policy

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Advanced Instruments is committed to providing the highest level of service that customers have come to expect from our company. As part of this commitment, we want to take this opportunity to communicate our service policy.

As a result of advances in electronics and component obsolescence, older instruments have become increasingly difficult to support and, in some cases, parts and assemblies are no longer available for purchase. For these reasons, we are limiting parts and service on older instruments to ensure we carefully manage spare parts to ensure customer commitments can be met with a high quality of service provided.

Under our service policy, we are now providing parts and service on discontinued instruments that are less than 7 years old. For those instruments that are currently manufactured, we will provide service and parts for those models that are less than ten years old. We will continue to offer one-year warranties on all new instruments.

To determine the age of your instrument, refer to the first two digits of the instrument's serial number. These digits indicate the instrument's year of manufacture (19XX or 20XX). For your reference, we have included a table with the service status of our instrument models.

We thank you for choosing Advanced Instruments as your laboratory supplier. To ensure minimal disruption to your laboratory operations, we would be happy to discuss replacement options for instruments in the field that are no longer serviced or for which service is ending soon. For more information, please visit our website at [aicompanies.com](http://aicompanies.com) or contact Advanced Instruments and your authorized distributor to learn more.

### Instrument Service Status

| Model            | Status*   | Service Cutoff  |
|------------------|---|---|
| A <sub>2</sub> O | Currently manufactured                                | Service and parts provided for instruments less than 10 years old |
| OsmoPRO          | Currently manufactured                                |   |
| OsmoTECH PRO     | Currently manufactured                                |   |
| Osmo1            | Currently manufactured                                |   |
| OsmoTECH         | Currently manufactured                                |   |
| OsmoTECH XT      | Currently manufactured                                |   |
| Fiske 210        | Currently manufactured                                |   |
| GloCyte          | Currently manufactured                                |   |
| 4250**           | Currently manufactured                                |   |
| Anoxomat III     | Currently manufactured                                |   |
| FLM300           | Currently manufactured                                |   |
| BR2              | Currently manufactured (Not available for sale in EU) |   |
|                  |   |   |
| 3250**           | Discontinued in 2020                                  | Service and parts provided for instruments less than 7 years old  |
| 4C3              | Discontinued in 2019                                  |   |
| 3320             | Discontinued in 2018                                  |   |
| FLM200           | Discontinued in 2017                                  |   |
| 2020             | Discontinued in 2017                                  |   |
| AN2CTS           | Discontinued in 2017                                  |   |
| AN2OP22/23       | Discontinued in 2017                                  |   |
| AP-5000          | Discontinued in 2015                                  |   |
| QCount 530       | Discontinued in 2015                                  |   |
|                  |   |   |
| 3900             | Discontinued in 2012                                  | No longer serviced  |
| QCount 510       | Discontinued in 2011                                  |   |
| AP-4000          | Discontinued in 2009                                  |   |
| 4D3              | Discontinued in 2006                                  |   |
| 3300             | Discontinued in 2005                                  |   |
| Fiske Mark 2     | Discontinued in 2005                                  |   |
| Fiske Mark 3     | Discontinued in 2004                                  |   |
| 3D3              | Discontinued in 2003                                  |   |
| Fiske 110        | Discontinued in 2003                                  |   |
| Fiske 2400       | Discontinued in 2003                                  |   |
| WS8000           | Discontinued in 2003                                  |   |
| WS8080           | Discontinued in 2003                                  |   |
| WS9000           | Discontinued in 2003                                  |   |
| 3MO              | Discontinued in 1997                                  |   |

\*\*3250 and 4250 instruments ending in a serial suffix A through C are not repairable as some parts are no longer available