



SERVICE POLICY

To: Advanced Instruments Customers

From: Lisa Fahey, Director of Marketing

Date: April 1, 2022

Subject: Service Policy

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 continued supply chain challenges, many parts and assemblies for our products are in limited supply or are no longer available for purchase. We have also identified a list of parts that cause repeat issues for customers when not properly installed. For these reasons, we are limiting the availability of select replacement parts to products serviced by a trained Advanced Instruments engineer. This will allow us to carefully manage replacement parts inventory and ensure customer commitments are met throughout the product lifecycle with a high quality of service provided.

Parts no longer available for purchase include:

- LCD screens
- Cooling assemblies
- Power supplies
- Various cables

Under our service policy, one-year warranties and phone support are included for all new instruments. We will continue to offer service for currently manufactured instruments that are less than 10 years old and discontinued instruments that are less than 7 years old. To determine the age of your instrument, please 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 learn more about available service contract options, please visit our website at aicompanies.com/services or call 781-320-9000.

Instrument Service Status

Model	Status	Service Cutoff
A ₂ 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	
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
Fiske 210	Discontinued*	
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	No longer serviced
QCount 530	Discontinued in 2015	
3900	Discontinued in 2012	
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	

*Discontinued in 2019 in North America. Discontinued in 2021 globally.

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