



SERVICE POLICY

To: Advanced Instruments North American Customers
From: Lisa Fahey, Director of Marketing
Date: January 15, 2020
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 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 and 24/7 phone support for all 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 or contact Advanced Instruments and your authorized distributor to learn more.

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	
GloCyte	Currently manufactured	
3250**	Currently manufactured	
4250**	Currently manufactured	
Anoxomat III	Currently manufactured	
FLM300	Currently manufactured	
BR2	Currently manufactured (Not available for sale in EU)	
Fiske 210	Discontinued in 2019 (Discontinued in North America)	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 210	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	

*Status as of January 15, 2020

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