



## Product Life Cycle Support Notice

### ComplianceBuilder™ to Phase 4 - Discontinued Product



This is a formal notice to inform you that ComplianceBuilder™ software entered Instron's Product Life Cycle Phase 4 – Discontinued Product on January 1, 2022. While Instron will no longer offer or support ComplianceBuilder™, the product is owned and supported by Xybion®. Xybion will continue to sell and support ComplianceBuilder™ directly.

Instron partnered with Xybion in 2014 to provide a compliance solution for Instron systems. In March 2020, Instron released the Traceability module, a compliance solution integrated into Bluehill Universal. The Traceability module allows Instron to better serve our customers by directly supporting and improving the product rather than indirectly through an independent partner.

### ComplianceBuilder's Instron Support in Product Life Cycle Phase 4

The following conditions apply to ComplianceBuilder™ software in the “Discontinued Product” life cycle phase:

- No further software updates
- No further additions of features or enhancements
- No support for newer Instron hardware accessories
- No support for newer PC hardware or operating systems
- Technical support assistance is unlikely to be available, but will be offered on a reasonable effort basis
- For safety and data integrity issues, customers will be notified

### Xybion - ComplianceBuilder Support Channels

Website: [www.xybion.com/client-support/](http://www.xybion.com/client-support/)

Support portal: [www.xybion.com/client-portal/](http://www.xybion.com/client-portal/)

Email: [support@xybion.com](mailto:support@xybion.com)

### Replacement Recommendation

- Bluehill Universal (v4.18 or higher) with the Traceability module
  - Bluehill Universal [website](#)
  - Traceability module [video](#)
  - Bluehill Central (v4.28 or higher) for network solution of Traceability - [website](#)

Please contact your local Instron sales professional to discuss the best path forward for your lab.