



## Product Life Cycle Support Notice

### Instron® 4200, 4300 & 4500 Life Cycle CHANGE to Phase 4 Notice

Effective January 1, 2021 Date of Notice: June 30, 2020

Keeping customers informed of the serviceability of their products is one of our primary duties as a responsible material testing instrument supplier. Today, we are informing you that the Instron 4200, 4300, and 4500 Series systems (including all table and floor models) will be moving from Phase 3 to Phase 4 in their Life Cycle status at the end of this year. We last manufactured 4200 and 4300 series systems 27 years ago and the 4500 series systems 18 years ago. They have been proven to be “iron horses” in the materials testing world, but the time has come for us to start ramping down our abilities to service and support.

To be clear, their existing designation, Phase 3, is defined as **Out of Production/Best Effort Support**. This means that the products are no longer in production and service support is on a best-effort basis, where sourcing parts for systems takes longer and pricing of the parts is typically higher. Their new designation starting at the beginning of next year, Phase 4, is defined as **Discontinued**. This means that the products are no longer in production and no service support is available, except by custom arrangement with Instron Professional Services. This designation applies to both the frames and the electronics associated with the frame. In the case of a retrofit, where original electronics have been replaced with newer electronics, the frame will still carry the Phase 4 designation.

**In the event that your 4200, 4300 or 4500 system has been retrofit with more recent control electronics (3300, 5500, 4400, 5800 or 5900) please note that while your control electronics will remain in their current lifecycle phase, the mechanical components of your system will move to Phase 4 effective January 1, 2021.**

### Phase 4 has the following ramifications for the owners of these systems:

- No engineering or manufacturing support will be available.
- No replacement parts, new or refurbished, will be available.
- No electronics retrofits will be available.
- Technical support for these items will be limited and no further internal training will be provided.
- For safety and data integrity issues, customers will be notified.

We will, however, continue to provide ongoing preventative maintenance and calibration services to the best of our abilities. Should a service situation arise during any of these onsite visits, best efforts will be made to rectify the issue. Currently, retrofits of new electronics are available for several of these systems. Once the system moves to Phase 4, retrofits will no longer be available.

## Act Now to Protect Your Laboratory

Instron offers a variety of options to ensure that your labs are kept up to date with the latest industry solutions. In addition to protecting your lab, these options can improve the efficiency and productivity of your equipment.

### Trade-in for a Complete New System



Instron® offers a range of universal testing machines which are direct replacements of existing 4200, 4300, and 4500 Series systems. A trade-in ensures that you are on the latest Instron platform with in-production hardware, software, and electronics. Phase 1 systems have parts stocked by Instron's global service organization and can be backed by an extended warranty and support agreement for priority assistance.

For testing needs up to 50 kN, the 3400 and 6800 Series replace the Single Column and Dual Column Tabletop systems. For higher capacity needs, Instron's 5980 systems allow for testing up to 600 kN. We design our systems to re-use mounting interfaces and electrical connections wherever possible so that existing accessories can be used on a new system.

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