

Product Life Cycle Support Notice

Instron® 4400 Series in Phase 3 Out of Production/Reasonable Effort Support

This notice is to inform you that the Instron 4400 systems are in Life Cycle Phase 3. Instron is dedicated to meeting customer needs. Keeping you informed is our duty as a responsible supplier.

The Product Life Cycle Policy is intended to help you plan for the ultimate evolution of your Instron testing system. Notices such as this one, are issued at life cycle milestones to inform you of pending changes and to provide recommendations on how to move forward. Please disregard this letter if you have already upgraded or no longer own this equipment.

Phase 3 – Out of Production/Reasonable Effort Support nears the end of the Product Life Cycle. This formal designation means that products are no longer in production and service support is on a reasonable-effort basis, where sourcing parts for your system will take longer and will be at a higher cost. Advance notification of transition to **Phase 4 – Discontinued**, will be provided for these affected products once we learn we will no longer be able to support them. For safety and data integrity issues, customers will be notified.



Affected Parts List

Model 4400 assemblies and components were produced starting in **1993**, and have been supported by Instron ever since. However, the electronics and control panel are no longer available for purchase and many part numbers are already designated as “unavailable.” Instron will continue to provide after-market support for these parts through the following services as long as resource availability permits:

- **Repair and Return:** Customers send their defective parts to Instron for Repair and Return. Repairs are performed on a reasonable effort basis (RMA process).
- **Exchange:** While customers may take the chance to purchase replacement parts from Instron’s stock of repaired parts inventory (availability not guaranteed), we strongly advise exchanging to new technology. The exchange program requires that defective parts be returned to Instron within 30 days of shipment.
- **Remanufactured:** Customers can purchase a remanufactured part without the need to return a defective unit. Remanufactured parts are reconditioned, tested, and repackaged.

Act Now to Protect Your Laboratory

The longer you delay a decision to upgrade, the more your laboratory may be at risk for extended periods of downtime and higher repair or replacement costs. 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.

What Are Your Options?

A Trade-in for a Complete New System



Instron® offers a range of universal testing machines which are direct replacements of existing 4400 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 4400 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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