

SERVICE POLICY

To: Advanced Instruments Customers
From: Lisa Fahey, Vice President Global Marketing
Date: August 30, 2023
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 with many companies around the world, global supply chain challenges continue to limit the availability of parts and assemblies or make them no longer available for purchase. To ensure customer commitments are met throughout the product lifecycle with a high quality of service provided, we carefully manage replacement parts inventory and utilize highly trained personnel to perform service activity.

Under our service policy, one-year warranties and phone support are included for all new instruments. We also offer a variety of extended service options on all equipment that provide support through the instrument's serviceable life.

Advanced Instruments offers world-class service on all instruments less than 7 years of age*. We provide this coverage through a variety of service contract offerings, as well as billable service events. Based on current component availability, we have included a table with the service status of all instrument models. Despite careful management, this is subject to change based on supply change disruption.

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.

*Service is offered on GloCyte®, Artel MVS® and PCS® instruments less than 10 years of age.

Instrument Service Status

Model	Status	Within Service Window	Outside Service Window
OsmoPRO® MAX	Available globally	Serial Numbers starting with 17 and beyond Select serial numbers starting with 16	Select serial numbers starting with 16 Serial numbers starting with 15 and lower
OsmoTECH® HT	Available globally		
OsmoPRO®	Available globally		
OsmoTECH® PRO	Available globally		
Osmo1®	Available globally		
OsmoTECH®	Available globally		
OsmoTECH® XT	Available globally		
4250	Available globally		
Anoxomat® III	Available globally		
FLM300	Available globally		
BR2	Available in North America		
4250	Available globally	Serial numbers starting with 17 and ending with suffix D and beyond. Select serial numbers starting with 16.	Serial numbers starting with 16 and ending with suffix A through C. Select serial numbers starting with 15.
Solentim VIPS™ PRO	Available globally	All serial numbers	None
Solentim VIPS™	Available globally		
Solentim ICON™	Available globally		
Solentim Cell Metric®	Available globally	Serial numbers starting with CM1075.	Serial number starting with CM1074 and lower.
GloCyte	Available globally	All serial numbers	None
Artel PCS®	Available globally	All serial numbers	None
Artel MVS®	Available globally	All serial numbers > 1210161	188377 - 268389
3250	Discontinued in 2020	Serial numbers starting with 17 and ending with suffix D and beyond. Select serial numbers starting with 16.	Select serial numbers starting with 16 and ending in suffix A through C. Starting with 15 and/or ending with suffix and lower.
A ₂ O®	Discontinued in 2022	Serial numbers starting with 17 and beyond. Select serial numbers starting with 16.	Select serial numbers starting with 16. Serial numbers starting with 15 and lower.
Fiske 210	Discontinued in 2019 in North America and in 2021 globally		
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		
Artel PCS2	Discontinued in 2017	9181 - 10149	700 - 9180
Artel PCS3	Discontinued in 2017	9194 - 10142	7000 - 9193

If an instrument is not listed here, it was discontinued more than 7 years ago and is no longer serviced.