

SERVICE POLICY

To: Advanced Instruments Customers
From: Lisa Fahey, Vice President Global Marketing and Customer Service
Date: January 2025
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®, Anoxomat® III, Artel MVS® and PCS® instruments less than 10 years of age.

Instrument Service Status

Model	Status	Service Is Available (Depending on Serial Number)	No Longer Serviceable
OsmoPRO® MAX	Available globally	All serial numbers	None
OsmoTECH® HT	Available globally	All serial numbers	None
OsmoTECH® PRO	Available globally	All serial numbers	None
OsmoTECH® XT	Available globally	All serial numbers	None
Solentim® VIPS® PRO	Available globally	All serial numbers	None
Solentim ICON™	Available globally	All serial numbers	None
GloCyte®	Available globally	All serial numbers	None
Artel PCS®	Available globally	All serial numbers	None
Anoxomat® III	Available globally	All serial numbers	None
Osmo1®	Available globally	Serial Numbers starting with 19 and higher are serviceable. Some serial numbers starting with 18 are serviceable.	Some serial numbers starting with 18 are no longer serviceable. Serial numbers starting with 17 and lower are no longer serviceable.
OsmoTECH	Available globally		
OsmoPRO®	Available globally		
FLM300	Available globally		
BR2	Available in North America		
Solentim® Cell Metric®	Available globally	Serial numbers starting with CM1220 and higher are serviceable.	Serial numbers between CM1218 and CM1088 are not serviceable.
Solentim® VIPS®	Available globally	Serial numbers starting with CM1219 and beyond are serviceable.	Serial numbers between CM1116 and CM1207 are no longer serviceable.
4250	Available globally	Serial numbers starting with 19 and beyond are serviceable.	Some serial numbers starting with 18 are no longer serviceable.
		Some serial numbers starting with 18 are no longer serviceable.	Starting with 17 and lower are no longer serviceable.
Artel MVS®	Available globally	Serial numbers starting with 16 and beyond are serviceable.	Some serial numbers starting with 15 are no longer serviceable.
		Some serial numbers starting with 15 are serviceable.	Serial numbers starting with 14 and lower are no longer serviceable.
3250	Discontinued in 2020	Serial numbers starting with 19 and beyond are serviceable.	Some serial numbers starting with 18 are no longer serviceable.

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		Some serial numbers starting with 18 are no longer serviceable.	Starting with 17 and lower are no longer serviceable.
A ₂ O®	Discontinued in 2022	Serial numbers starting with 19 and beyond are serviceable Some serial numbers starting with 18 are serviceable.	Some serial numbers starting with 18 are no longer serviceable. Serial numbers starting with 17 and lower are no longer serviceable.
Fiske 210	Discontinued in 2019 in North America and in 2021 globally		
4C3	Discontinued in 2019		
Artel PCS2/3	Discontinued in 2017	Serial numbers starting with 10000 are serviceable. Some serial numbers starting with 7-92 are serviceable	Some serial numbers starting with 7-92 are no longer serviceable.

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