



OBSOLESCENCE POLICY

Systech Illinois strives to provide first class customer service and support for its products in the field. Our process of product upgrading and improvement, together with component supply considerations requires changes to the instrument portfolio from time to time. For obsolete (or superseded instruments) our support ideals is set out below.

Systech Illinois' obsolescence policy is to maintain support for the instrument for 10 years* following the time they last appear on the main price list.

Instruments may be manufactured to special order after deletion from the price list, under exceptional circumstances, if the component level supply chain remains available. During the 10 year* period Systech Illinois will supply spare parts, service and base repairs. Spare parts and sub-assemblies may be substituted for equivalents should obtaining original replacement parts become difficult or not cost effective.

At the expiry of the 10 year period*, Systech Illinois may cease to supply parts, service or base repairs at its discretion. Systech Illinois will attempt to advise known customers of these analysers and give as much notice as possible of the cessation of supply and, where possible, alternative instruments will be offered for sale.

*There is one exception which is the Lyssy L100-5000 which will be supported for 7 years.