

Systech Illinois Service Commitment Statement

Analyser life cycle support

Systech Illinois is committed to after sales service and repair. All our products come with a one-year warranty as standard and this can be extended for an additional fee.

We have 3 service and repair locations worldwide to support our expanding customer base. Due to the design age of some models, low levels of demand, equipment and expertise needed, it is not always possible to offer support for all models in every location.

All models* will be supported for up to 10 years from last date of manufacture. Older (> 10 Years old) analysers will be considered for calibration and service, however for significant repairs, this will be assessed on a case by case basis. If the repair is considered not cost effective or parts are deemed unavailable, Systech Illinois may decline the repair and suggest alternative products for replacement.

Product exceptions and Obsolescence*

Model	Description	Oldest manufactured support date	Last production date	Supported until	Replaced by
L80-5000	Automatic Water Vapour Permeation Analyser	7 Years (>2013)	2020	2027	L80-6000
L100-5000	Automatic Manometric Gas Permeability Analyser	7 Years (>2011)	2018	2025	TBC
8501	Oxygen Permeation Analyzer	10 Years (>2008)	2018	2028	TBC
8000 Series	Oxygen Permeation Analyzer	10 Years (>2010)	2020	2030	8100
7000 Series	Water Vapour Permeation Analyser	10 Years (>2010)	2020	2030	7100
6500 6600 6700	Headspace Analyser	10 Years (>2006)	2016	2026	GS 6500 GS 6600 GS 6700

Our Service locations

- Industrial Physics Product Integrity Ltd (Systech Instruments) – Thame, Oxfordshire UK
 - PIServiceUK@industrialphysics.com
 - + 44 (0) 1844 216838
 - Technical Services Manager - **John Brooks**
 - Industrial Physics Product Integrity Ltd (Systech Instruments), Unit 17 Thame Park Business Centre, Wenman Road, Thame, Oxfordshire OX9 3XA

- Industrial Physics Product Integrity Inc (TME / Illinois Instruments) – Devens, Boston US
 - PiService@industrialphysics.com
 - + 1 (978) 772-0970
 - Vice President of Operations - **Debbie McInnis**
 - Industrial Physics Product Integrity Inc (TM Electronics / Illinois Instruments), 68 Barnum Road, Devens, Massachusetts, 01434-3508
- Industrial Physics China – Shanghai, China
 - info.china@industrialphysics.com
 - +86 21 655 330 22
 - Service Manager – **Kevin Zhu**
 - Industrial Physics, Room 803 Building 1 Lane 88, Shengrong road, Pudong new area, Shanghai 201203, China

Service Restrictions

- Lyssy model L80-5000 – Return to UK site for Calibration, Service and repair. Not supported in US or China
- Lyssy model L100-5000 – Return to UK site for Calibration, Service and repair. Not supported in US or China
- Permeation Models 8000, 8500, 8700, 8100, 7000, 7100 – pending development of local support in US and China, some restrictions during 2020.

With Best Regards,



Leigh Butler

Operations Director
Industrial Physics | Product Integrity
Systech Illinois Inc.
lbutler@industrialphysics.com