Product Life Cycle Support Notice 2017

Instron® Model 5500A Series in Phase 2 – Out of Production/Full Support

This notice is to inform you that the Instron 5500A systems are in Life Cycle Phase 2. 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 provide recommendations on how to move forward. Please disregard this letter if you have already upgraded or no longer own this equipment.

Phase 2 – Out of Production / Full Support is a formal designation that products are no longer in production. Service support remains available. Spare parts are also obtainable - some parts may be supported through repair/return, exchange, and remanufacture services.

The next Product Life Cycle step is Phase 3 - Out of Production / Best Efforts Support, where sourcing parts for your system will take longer and be more costly. The final stage is Phase 4 – Discontinued. Instron will inform you when your system enters each of these stages. For safety and data integrity issues, customers will be notified.

Affected Parts List

Model 5500A assemblies and components were produced starting in **2008**. Instron will continue to provide after-market support for these parts through the following services, as long as resource availability permits:

- **New**: Customers may purchase new replacement parts contingent on availability.
- **Repair and Return**: Customers send their defective parts to Instron for Repair and Return. Repairs are done on a best effort basis (RMA process).
- **Exchange**: Customers may purchase replacement parts from Instron's stock of repaired parts inventory. This 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.

The Longer You Delay a Decision, the Higher Your Laboratory is at Risk For:

- Extended periods of downtime
- Inability to perform testing
- Higher repair or replacement costs

Take Action Now to Protect Your Laboratory:

- Providing access to the newest technologies and testing capabilities
- Increasing operator productivity with new generation control panel, electronics, and software
- Securing the long-term investment of your system

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Why Migrate to Newer Technology?

Upgrade and Replacement Recommendations

Migrating to a New Testing System

As new technologies become available, you have the opportunity to improve your testing instrument to keep pace with continually increasing testing and industry demands. Systems from older generations cannot provide the same level of reliability, data access, diagnostic, and control capabilities that are available from newer Instron® product offerings. In light of the end of production for the 5500As and availability of new electronics and controller, users are encouraged to evaluate the risk of maintaining their current systems against the benefits of migrating to newer technology.

Why Migrate to Newer Technology?

- Improved accuracy and resolution
- Touch operation through the Operator Dashboard without use of a keyboard or mouse
- Full-function handset with live displays, real-time results, and most frequently used function keys
- Fully integrates with newest Instron Bluehill® Universal software and accessories
- Computer control, analysis, and test reports
- Conforms to the latest industry safety standards
- Support for strain measurement using extensometers and LVDTs, including the newest Instron video and automatic contacting extensometers
- High-speed data acquisition (increased from 500 Hz to up to 2.5 kHz) - enables peak data to be detected more accurately in tests
- Enter and save important test and user information with new “User Input” text and numeric fields
- Guided test prompts offer GPS-like navigation throughout the testing process
- Expanded results library meeting the latest ASTM, ISO, and DIN standards, including a user calculation creator
- Complete test display flexibility with user-defined test plot axes, zoom-in/out, and cursor selectable capability
- Full support for latest and upcoming PCs and Windows® operating systems

What are your Options?

Upgrade Electronics & Software

Instron also offers a 5900 upgrade program designed to extend product life and improve productivity with minimal cost and downtime. Instron’s newest 5900 series electronics, with Operator Dashboard and new Bluehill Universal software, are installed on the existing Instron test frame. Existing load cells and accessories are retained to protect the customer’s existing investments (select frames only).

Complete New System

The Instron 3300 and 5900 testing systems, with new Bluehill Universal software, are direct replacements of the existing 5500A testing systems providing fully automatic control and data analysis.

Visit us at go.instron.com/legacyamericas or contact us at 781.575.5006
for a detailed cost analysis on the benefits of upgrading.