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## WITHDRAWAL OF SUPPORT NOTICE

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Instrument Affected: **Advanced Micro Osmometer Model 3300**

The model 3300 Osmometer manufactured by **Advanced Instruments Inc.** was discontinued in 2005 and declared obsolete in 2015. Since then, **Vitech Scientific** have continued to support these instruments, to the best of their ability, with a limited and reducing stock of spares. These spares have now been completely used up. **This means that in the event of failure this model of Osmometer may now be unrepairable<sup>1</sup>.**



As the UK distributor of Advanced Osmometers, **Vitech** have decided that due to the non availability of spares and the high risk of failure of these instruments, a phased withdrawal of support will be implemented to take effect from 1<sup>st</sup> January 2017.

**Please note the following time frame, after which all support for this instrument will be withdrawn:**

**Prior to 1<sup>st</sup> January 2017**, 'Vita Cover' contracts commencing or renewing will continue as specified in the contract but will not be renewed on expiry. Any further contract offered will be as below:

**From 1<sup>st</sup> January 2017** any contract offered <sup>2</sup>, will be a "Final Contract" for the remaining period up to the 1<sup>st</sup> January 2018. They will be priced pro-rata and will not be renewed on expiry. These contracts will provide for one or two, 'modified' <sup>3</sup> 6 monthly PM visits according to the period of cover.

**From 1<sup>st</sup> January 2018**, Vitech Scientific will no longer provide support for this model Osmometer.

All existing 3300 Osmometer users, must be aware of the **critical status** of their equipment and should consider, with some urgency, their options to ensure that they continue to have the ability to perform Osmolality tests.

The direct replacement model for this Osmometer is the 3320. **For a quote please call: 01403 210400.**

1. There are a small number of parts that are common to other models and therefore available in the event of failure.
2. Vitech reserve the right not to offer a Vita Cover Final Contract if in it's opinion the instrument is not in a serviceable condition.
3. Due to the invasive nature of the 6 monthly preventative maintenance routine and the brittle condition of some of the ageing parts contained inside the instrument, there is a risk that the act of carrying out the PM routine can lead to irreparable damage. For this reason a '*modified*' less invasive procedure will be followed in the final 12 month period before all support is withdrawn in January 2018.



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Nick Ringwood

Service Manager