

Date: April 2nd, 2021

Subject: End of Active Life Notice – Floormap@3DiM-R, Floormap@3Di-R and Floormap@-R tank floor scanners, referred herein as the previous generation Floormap family

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To whom it may concern,

Being in the field for numerous years, the previous generation Floormap family has proven itself to be reliable and robust, and an instrument that can be trusted by companies all around the world. However, we are entering the *end of active life* phase due to increasing problems in sourcing replacement parts (especially component parts for sensor heads) that are required for repairs and occasional maintenance.

Having already been replaced by the more capable Floormap@X system (<https://eddyfi.com/en/product/floormapx-mfl-tank-bottom-inspection>), sales of the previous generation Floormap family have ceased, and we will gradually reduce support for this equipment over the coming years as we move toward the *end of life*.

Calibrations continue to be offered, and hardware upgrades/repairs will be supported on a best effort basis. Looking further down the road, the official *end of life* of the previous generation Floormap family will be January 1st, 2026. After that date, the product will be considered obsolete, and calibrations/service will no longer be provided for the instrument.

Please note that the “Floormap3D” and some earlier models have already entered the end of active life phase, as sales of these systems have stopped years ago. For those systems, not covered by this end of active life announcement, there is a last opportunity for calibration. Indeed, calibrations will be supported on a best-efforts basis (when no repairs are needed) for units delivered to the Swansea (UK) office before October 29th, 2021. After that date, calibrations and service will no longer be provided for the “Floormap3D” and all earlier versions of the system.

We hope this information helps you plan and initiate any further actions required for your equipment. Please feel free to contact your local sales representative to learn more about the Floormap@X. Moreover, it is important to note that the current Floormap@X model remains unaffected, and calibrations/repairs/upgrades can all be performed at various Eddyfi Technologies offices worldwide. Please do not hesitate to contact us at sales@eddyfi.com should you have any further questions.

Best Regards,

Stuart Kenny

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