

Date: June 11th, 2020

Subject: End of Active Life for first-generation Ectane[®] instruments

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To whom it may concern,

The purpose of this communication is to inform our customers about the end of active life for first-generation Ectane[®] instruments. Being in the field since 2011, the Ectane has proven itself to be a reliable instrument companies from all around the world can trust. However, we are entering this phase in the product life cycle due to increasing problems in sourcing replacement parts for repairs and occasional maintenance.

Having already been replaced by the more capable Ectane[®] 2 (<https://eddyfi.com/en/product/ectane-2>), sales of first-generation Ectane have ceased since the introduction of the latest electronics in 2014, and we will gradually reduce support for the first-generation Ectane over the coming years.

Calibrations will 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 first-generation Ectane will be June 1st, 2025. After that date, the product will be considered obsolete and service will not longer be provided for the instrument.

We hope this information helps you initiate further actions to be taken for your instrument. Please feel free to contact your local sales representative to learn more about the Eddyfi Ectane 2. Moreover, it is important to note that this does not affect the current Ectane 2 model, and calibrations/repairs/upgrades can all be performed at various Eddyfi Technologies offices. Please do not hesitate to contact us at sales@eddyfi.com should you have any further questions.

Best Regards,

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