

Product Life Cycle Policy for equipment and services

As new technologies become available, we encourage our customers to frequently evaluate their equipment to keep pace with the continually increasing industry demands.

Migrating to newer equipment will bring:

- Improved efficiency with the latest industry solutions and capabilities
- Increased operator productivity with user-friendly software
- Higher throughput and reproducibility

Purpose

Struers is committed to providing industry leading service and support to our customers. The Product Life Cycle Policy for equipment is designed to help you understand the support status of your Struers equipment and to plan for the future to keep your lab running at optimal efficiency and performance.

In addition, the Policy exists to clarify the three defined product life cycle phases: the Active, Service and Out of Service phases.

Policy

Product Life Cycle Policy is intended to help our customers understand the stages of the product life cycles and their impact on the service status of the equipment and services.

This Product Life Cycle categorizes our equipment into three phases, depending on the stage of the life cycle of the specific equipment.

- Active phase
- Service phase
- Out of Service phase

We are dedicated to meeting the needs of our customer and keeping you informed as our duty as a responsible supplier.

Contact your local Struers representative to explore the options and ask any questions you may have. Find your local Struers representative on [struers.com](https://www.struers.com).

Steen Jensen,
President
Struers Aps

Active phase (*Equipment is produced, sold and serviced*)

- ✓ Full-service support for equipment through Struers ServiceGuard
- ✓ Wear parts for equipment are available
- ✓ Spare parts for equipment are available
- ✓ Preventive maintenance through Struers Service packages
- ✓ Full-service support for software through Struers ServiceGuard
- ✓ Software updates to the current production version
- ✓ Warranty (Warranty depends on installation date)

Service phase (*Equipment is not produced or sold, but is serviced*)

- ✓ Full-service support for equipment through Struers ServiceGuard
- ✓ Service support for equipment up to ten years after out of production
- ✓ Wear parts for equipment are available
- ✓ Spare parts for equipment are available
- ✓ Preventive maintenance through Struers Service packages
- ✓ Full-service support for software through Struers ServiceGuard
- ✓ Software updates to the current production version

Out of Service phase (*Equipment is not produced, sold and serviced*)

- ✓ Service support for equipment is not available
- ✓ Spare parts for equipment are not available
- ✓ Wear parts for equipment are not available
- ✓ Technical support is not available
- ✓ No software upgrades and/or updates are available