

Product Life Cycle Support Notice 2017

Instron® Advanced Video Extensometer (AVE) and Standard Video Extensometer (SVE) in Phase 3 - Out of Production/Best Effort Support

This notice is to inform you that the **Instron First-Generation Advanced Video Extensometer 1 (AVE 1, 2663-821)** and the **Standard Video Extensometer 1 (SVE 1, 2663-822)** are in life cycle Phase 3. Instron is dedicated to meeting customer needs. Keeping you informed is our duty as a responsible supplier. Instron is dedicated to meeting customer needs, and 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 equipment. Notices, such as this one, are issued at life cycle milestones to inform you of pending changes and to provide recommendations on how to move forward. Please disregard this letter if you have already upgraded or no longer own this equipment.

Phase 3 – Out of Production/Best Effort Support nears the end of the Product Life Cycle. This formal designation means that products are no longer in production and service support is on a best-effort basis, where sourcing parts for your equipment will take longer and will be at a higher cost. Advance notification of transition to Phase 4 – Discontinued, the final Product Life Cycle Support step, will be provided for these affected products. For safety and data integrity issues, customers will be notified.

Affected Parts List:

AVE 1 and SVE 1 use a video camera to measure strain. These cameras are no longer manufactured. In anticipation of this change, Instron purchased a small supply of these cameras to support our user base. We expect that these cameras will only last until approximately October of 2017, after which there will be no cameras available for repair. As long as we have cameras, Instron will continue to provide after-market support for these parts through the following services:

- **Repair:** An engineer will come to your site to repair or replace the camera with a new one from inventory. Repairs are performed on a best-effort basis and may be more costly.
- **Upgrade:** While customers may take the chance to purchase replacement parts from Instron's stock of repaired parts inventory (availability not guaranteed), we strongly advise migrating to new technology. If you participate in our trade-in program, you will receive a discount on a new, latest-generation video extensometer in return for your old AVE 1 or SVE 1 extensometer.
- **Remanufactured:** Customers can purchase a remanufactured part without the need to return a defective unit. Remanufactured parts are reconditioned, tested, and repackaged.

Delaying a decision increases the risks to your laboratory of:

- Extended periods of downtime
- Missed business opportunities
- Higher repair or replacement costs

Taking action NOW will protect your laboratory by:

- Improving efficiency with the latest industry solutions and capabilities
- Increasing operator productivity with user-friendly software
- Protecting your competitive advantage for the long-term



What are your Options?

Upgrade and Replacement Recommendations

Migrating to a New Extensometer

As new technologies become available, you have the opportunity to improve your testing equipment to keep pace with continually increasing testing and industry demands. Equipment in the out of production / best effort status 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 best effort support that is now available for the AVE 1 and SVE 1, 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?

The AVE 2 and SVE 2 are replacements to the AVE 1 and SVE 1 and provide a host of improved features that improve results for any lab. These devices require Bluehill® 3 and Bluehill Universal Software for the best usability, but can also operate with older systems using analog voltage outputs.

- **Improved accuracy and resolution to meet the most stringent test standards, including ISO 527-1**
 - Accuracy increased to just 1 micron
 - Meets ASTM E83 Class B-1 or ISO 9513 Class 0.5
- **Improved data rate to capture fast test events, including fast peaks**
 - Increased from 50Hz to 490Hz with the AVE 2
 - Increased from 50Hz to 100Hz with the SVE 2
- **Strain data is calculated live and sent directly to the test system, eliminating the need for complex PC synchronization**
 - Better reliability and compatibility with future operating systems
- **Save time with simplified calibration and commissioning**
 - No need to adjust polarizers or apertures
 - No need to use lens spacers
 - 1 calibration screen with just 1 adjustment
- **Change load strings faster with simplified extensometer mounting**
 - New extensometers mount to the t-slots on the system eliminating the need for heavy mounts
 - Move from ambient to high-temp testing with just 2 handles, changing over in less than 5 minutes

