

MICROFLUIDICS PRODUCT LIFECYCLE POLICY

IDEX MPT

IDEX MPT's Product Life Cycle Policy is designed to help you understand the level of support available for your Microfluidics equipment at every stage of its life, and to help you plan ahead as products move through each phase.

We categorise the status of systems based on the time since the model was last manufactured, the level of support available, and the number of systems in service. Categories are reviewed periodically, and a model's category may change. The table below shows each model by use and current category:

SYSTEMS STATUS by MODEL:

CATEGORY	LAB SCALE	PILOT SCALE	PRODUCTION SCALE
A Currently Manufactured	• HC5000 • LM10 (<i>Schneider</i>) • LM20 • LV1 (<i>2016 onwards</i>) • M110P V3 • M110Y (<i>Autoclavable parts</i>)	• M110EH Gen 4 (<i>2017 onwards</i>) • M815	• 710-10 • 710-20 • 710-30 • 7125 (<i>2020 onwards</i>) • 7250 (<i>2020 onwards</i>)
B No longer manufactured (<15yrs old)	• LM10 (<i>Unitronics – 2018-2023, LM10-0003-LM1000369</i>) • LV1 (<i>2011-2015</i>)		• 7125 (<i>2013-2019</i>) • 7250 (<i>2013-2019</i>)
C No longer manufactured (>15yrs old)	• HC8000 • LV1 (<i>2010 and older</i>) • M110L • M110P Gen 2 • M110S • M110Y (<i>Non-autoclavable parts</i>)	• M110EH Gen 3 (<i>2003-2016</i>)	• 7125 (<i>1987-2012</i>) • 7250 (<i>1987-2012</i>)
D Obsolete	• HC2000 • M110F • M110P Gen1 • M110PCR5 • M110T	• M110EH Gen 1 & Gen 2 (<i>1987-2002</i>)	• 140K • 210 • 610 • 7115

The support available for each category is shown below, this is only applicable to equipment that is IDEX sourced, and not used or second-hand equipment:

SUPPORT STATUS BY CATEGORY:

Category	Production Status	Support Status	Support Provided	Support Not Provided/Limited
A	<i>Currently Manufactured</i>	Fully Supported	• Spare Parts • Service - Preventative Maintenance & Call Out • Upgrades • Technical Support & Applications Information • Routine Consumables	• Modifications not approved by IDEX
B	<i>No longer manufactured (<15yrs old)</i>	Fully Supported	• Spare Parts (some custom builds) • Service - Preventative Maintenance & Call Out • Upgrades some Hardware & Software • Technical Support & Applications Information • Routine Consumables	• Upgrades for some Hardware and Software
C	<i>No longer manufactured (>15yrs old)</i>	Limited Support	• Critical Spares (some custom builds) • Routine Consumables • Help to identify alternatives	• Service - Preventative Maintenance & Call Out • Upgrades • Technical Support & Applications Information
D	<i>Obsolete</i>	No support	• Routine Consumables • Help to identify alternatives	• Spare Parts • Service - Preventative Maintenance & Call Out • Upgrades • Technical Support & Applications Information



Material Processing Technologies

Equipment in Categories C and D may not meet current safety, software-security or regulatory standards, and parts, software support and security patching may be unavailable. You are responsible for assessing the continued suitability and safety of such equipment for your process and for your regulatory obligations.

This policy is a general statement of our current support practice. It does not create contractual rights, does not vary any written agreement or service contract with us, and does not affect rights that cannot be excluded under applicable law. We may amend it at any time.

If you have any questions regarding your system, its category and support available [please contact us here](https://www.microfluidics-mpt.com/aftermarket/find-product-phase) <https://www.microfluidics-mpt.com/aftermarket/find-product-phase>