

Datum
21. März 2022

Product care / follow-up device - EOR-1D becomes EOR-1DS as of 31.03.2022

Dear Ladies and Gentlemen,

Product changes, but also product discontinuations, mainly serve the purpose of continuous product improvement or stabilization of the product group with regard to hardware, firmware and related software.

1) Affected product

The EOR-1D (Article number: 119.9005 to 119.9005.xx.xx) is currently planned for product phase-out.

2) Reason for discontinuation

The EOR-1D has been completely redesigned for the following reasons:

- Current procurement problems of different device components
- Efficiency increase with regard to production and final inspection processes
- New customer requirements in the area of functional scope

3) Replacement device or successor device

- EOR-1DS (Art. Nr. 119.9006.xx.xx)
 - o The delivery time is currently at least 10 weeks
(Reason: current component availability)

Due to the current situation, there may be a short-term gap between the availability of the discontinued device and the successor device.

4) Existing devices in the field

- The assured warranty period is observed in any case.
- Product support for devices in the field will of course continue as usual
- Repairs of the discontinued devices can be carried out until 31.03.2025 with current component availability. After this date, or if component availability changes, a successor device (EOR-1DS) will be available

5) Transition period (Last Order)

The transition period starts immediately (18.03.2022).

The product can be ordered up to and including 31.03.2022, insofar as material availability allows. (Date of receipt of the order).

ATTENTION:


Orders placed during the transition period cannot be cancelled. In addition, we reserve the right to limit the order quantity based on our manufacturing capacity and material availability.

Please pass this product information on to your employees, colleagues and, if applicable, your customers.

We apologize for any inconvenience this discontinuation may cause. We will do everything we can to make this action as smooth as possible and without impacting delivery times.

If you have any questions, please contact your first point of contact directly.

With kind regards



Till Sybel
Managing Director



Gerald Jacob
Product Manager EORSys