

Commercial document

DC.R170.EOL.001

End of Life Announcement

Description:

After end-of-production, some SDT products have entered their End-of-Life (EOL), meaning they are in their final phase of the product life cycle.



History:

- 1995: Official product release
- 2010: End of firmware update
- 2011: End of production
- 2023: End of Life (calibration service maintained, repairs depending on spare sparts availability)

Official announcement:

Dear valued customers,

We would like to inform you of an important update regarding our product range. After many years of service, we have made the difficult decision to discontinue the management of the following products:

- SDT150 and its accessories (sensors, cables, batteries, etc)
- SDT170 and its accessories (sensors, cables, batteries, etc)
- SDT200 mW ultrasonic transmitter
- SDT8 Ultrasonic transmitter

This decision stems from our commitment to offer cutting-edge solutions and to meet the ever-evolving needs of our customers.

Starting from **September 2023**, we progressively ceased the support services for these products that are no longer manufactured. Please note that the availability of these End-of-Life services will depend on the remaining stock of spare parts.

We would like to inform you that while **our support service is coming to an end**, we remain committed to ensuring the **calibration** of your equipment to the best of our ability. We understand the crucial importance of maintaining optimal performance, and we will strive to continue providing this essential service. In the event of **necessary repairs**, please be assured that we will handle each case individually. **However, please note that the feasibility of certain repairs will depend on the availability of spare parts in our inventory.**

We understand that this transition may raise questions, which is why we want to assure you that we are committed to facilitating this period of change. We are pleased to introduce alternative SDT products that will address your needs more efficiently and effectively.

The SDT150/170 can be effectively replaced by the SDT Checker (see <u>product range</u>) or the <u>SDT340</u> for advanced use. These models offer modern performance in ultrasonic measurements and are designed to optimize your industrial maintenance operations.

Similarly, obsolete ultrasonic transmitters like the 200mW and SDT8 can be replaced by their modern equivalents, namely the T-Sonic 1 and T-Sonic 9. These new solutions are specially designed to meet the requirements of the current industry and provide you with the best results.

To facilitate your transition to these new solutions, we are offering special offers and training programs to ensure a smooth and rapid adoption. Our team is available to answer all your questions and guide you in choosing the best solution for your specific needs.

For any questions or to learn more about our new solutions, please do not hesitate to contact our dedicated team at info@sdtultrasound.com.

Thank you for your understanding and cooperation. We look forward to continuing to work with you to tackle future challenges.

Best regards,

C. Machado, CTO

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2	CMA 05/12/2023	Minor clarifications on repair and calibration	CGI
1	CMA 22/08/2023	Original version	BDG
Ver.	Editor	Nature of modification	Verified

The information herein is believed to be accurate to the best of our knowledge.

Due to continuous research and development, specifications are subject to change without prior notice.

