

INFRATEC 1241 END OF LIFE SUPPORT

Dear customer,

In 2012, FOSS announced End of Sales of the instrument Infratec™ 1241 Grain Analyser, Generation 2. FOSS generally guarantees support for products until 7 years after end of sales, and this period came to an end on December 31st, 2019. However, FOSS Britain & Ireland have agreed to continue to provide support on Generation 2 Infratec™ until the 31st December 2020. Thus, we cordially inform you that support for the following Generation 2 instruments will stop on December 31, 2020:

- Infratec™ 1241 Grain Analyser, Generation 2 (standard)
- Infratec™ 1241 Grain Analyser, Generation 2 (basic 1-7)

End of support means that availability of spare parts, software fixes, training and service is no longer guaranteed. We recommend that you contact your FOSS representative (Chris McClellan, cmcclellan@foss.co.uk) before the end of support date to arrange for a final servicing of your instrument and to learn more about the new Infratec™ Grain Analyser or Infratec™ Nova Grain Analyser, which are the state-of-the-art products from FOSS. They have replaced the Infratec™ 1241 Grain Analyser, generation 2 (standard + basic 1-7) and older generations of Infratec™ 1241 Grain Analysers.

If you are unsure if your Infratec™ 1241 is a generation 2 or 3, the 2nd page contains a table with the different generations, the corresponding serial numbers and support status. If you have any further concerns, then please contact Chris McClellan (cmcclellan@foss.co.uk). For FOSS end of life policy, please see our website <https://www.fossanalytics.com/en/support/service-offerings>. Where you will find our End of life policy Brochure for download under the brochures and papers section.

Yours sincerely,

Chris McClellan



Industry Sales Manager

Email: cmcclellan@foss.co.uk

Mobile: 07741306071

FOSS UK Ltd
Suite E Chadwick House
Birchwood WA3 6AE
United Kingdom

Telephone: +44 1925 287 000
Email: info@foss.co.uk
Website: www.foss.co.uk

Appendix

Infratec™ product support

Model	Launched	Discontinued	End of Life Support	Situation Today	From S/N
Infratec Gen 1	1999	2007	2015	No Support	12410001
Infratec Gen 2	2007	2012	2019 Global 2020 Locally	Local Support	12415001
Infratec Gen 3	2010	2020	2027	Full Support	9*****
Infratec NOVA	2015	-	-	Full Support	9*****
Infratec TM	2019	-	-	Full Support	9*****