

Product Support Status Policy

OI Nanoscience is committed to providing leading edge products to our customers, and as such continually invests in the development of new high quality, high functionality products.

Product obsolescence is the "end of the product life cycle". Our policy is to provide a "Notice of Discontinuance" which provides customers with the current product support status.

Nanoscience "Product Obsolescence Policy" outlines the status of support for products that have become obsolete. Products may become obsolete due to the introduction of newer products and technologies (Technical Obsolescence), due to the lack of availability of parts or the use of parts which no longer comply with regulatory guidelines (Component Obsolescence), or a reduction in market demand (Economic Obsolescence).

Oxford Instruments NanoScience products are fully supported for 7 years from the last part of series production and further 3 years of support on a reasonable effort basis. However, some parts may not be available and the level of support may vary by region.

Spares Orders and Enquiries

* (Europe Middle East Africa)

EMEAI* Support		ServiceNSUK@oxinst.com
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Americas Support		ServiceNSAmericas@oxinst.com
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1.1. Low Temperature Optical Cryostats

Product	Start of production	End of production	Full support	Unsupported *
CCC Series	<1999	2008		X
CF9350	<1999	Current	X	
CF935P	<1999	2017	X	
CF1104	<1987	2000		X
CF1204	<1987	2000		X
CF1704	<1987	2000		X
Cryojet 5 range	2010	2015		X
Cryojet range (CJ98)	1998	2010		X
ESR900	<2000	Current	X	
ESR910	<2000	2013		X
ISiStat	2012	2017	X	
MD series	<1987	2000		X
MicrostatBT	<1999	2008		X
NanoStat	2003	2014		X
OptistatACV range	2005	2015		X
OptistatBath	<1999	2009		X
OptistatDRY BLV	2015	Current	X	
OptistatDRY TLEX	2015	Current	X	
OptistatPT range	2009	2015		X
OptistatSXM	<1999	2014		X
SpectrostatNMR	<1999	2017	X	
Spectromag 1,2,3	<1987	2000		X
Spectromag 4000	<2000	Current	X	
Ultrastat	<1999	2014		X
Variox range	<1999	2007		X

* Requests for unsupported products should be discussed with sales/service teams and reasonable efforts will be offered where possible to provide upgrade/replacement options.

1.2. Ultra-low Temperature Products

Product	Start of production	End of production	Full support	Unsupported *
ADR	2006	2010		X
DR Wet pre Kelvinox TLE etc.	<1987	2000		X
HelioxACV	2004	2013		X
HelioxVL	<1999	Current	X	
HelioxTL	<1999	2016	X	
KelvinoxAST 200	1998	2004		X
KelvinoxAST Minisorb	1996	2004		X
Kelvinox25	1989	2009		X
Kelvinox100	1990	2004		X
Kelvinox200	1991	1999		X
Kelvinox400	1992	2004		X
KelvinoxHA	<1999	Current	X	
KelvinoxJT	2012	Current	X	
KelvinoxMX50	2004	2013		X
KelvinoxMX100	2004	Current	X	
KelvinoxMX250	2004	2013	X	
KelvinoxMX400	2004	Current	X	
KelvinoxTLM	1996	Current	X	
KelvinoxVT	<1999	2017	X	
ProteoxMX	2020	Current	X	
ProteoxLX	2020	Current	X	
Proteox5mK	2020	Current	X	
Triton Mk3/4/6	2008	2016	X	
Triton 2 (Next Generation.)	2016	Current	X	
lo	2016	2019	X	
Triton XL	2013	Current	X	
Vericold DR range	2006	2010		X

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1.3. Cryo-mag cryostats

Product	Start of production	End of production	Full support	Unsupported *
Carpco Magnets	<1996	2003		X
ICR 7T	2003	2006		X
ICR 12T	2004	2006		X
Integra (including Integra AC)	2004	Current	X	
MAGLAB	1997	2002		X
RTB cryofree magnets**	<1999	Current	X	
SpectromagPT 1 st Gen	2010	2017	X	
SpectromagPT (Rydberg)	2017	Current	X	
SpinLab DNP	2014	2017	X	
Teslatron 1 st Gen	1990	2004		X
TeslatronMR WET	<1996	2007		X
TeslatronPT 1 st Gen	2010	2017	X	
TeslatronPT 2 nd Gen	2017	Current	X	
VSM	1987	2002		X

* Requests for unsupported products should be discussed with sales/service teams and reasonable efforts will be offered where possible to provide upgrade/replacement options. **Support status depends on year of manufacture.

1.4. NMR Products

Product	Start of production	End of production	Full support	Unsupported *
All NMR magnet systems	<1987	2004		X
800MHz	<1996	2004		X
900MHz	<2000	2004		X
950MHz	2004	2007		X

* Requests for unsupported products should be discussed with sales/service teams and reasonable efforts will be offered where possible to provide upgrade/replacement options.

1.1. Instrumentation

Product	Start of production	End of production	Full support	Unsupported *
AC Resistance Bridge	1987	2011		X
Crojet Controller	2000	2010		X
IDR ps	1997	2011		X
IGH	1997	2011		X
ILM	1997	2011		X
Integra AC Controller	2007	2011		X
IPS Series	1997	2011		X
ISS	1997	2013		X
ITC4	1995	1994		X
ITC501	1995	2005		X
ITC502	1995	2005		X
ITC503	1997	2011		X
ITC601	2000	2008		X
Lambda controller	1997	2011		X
MercuryIPS	2011	Current	X	
MercuryITC	2011	Current	X	
PS Series	1987	1994		X
Tramea	2016	Current	X	

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