

Date: February 12<sup>th</sup>, 2023

Subject: End of Active Life Notice – RMS ARC Crawlers

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To whom it may concern,

The purpose of this communication is to inform our customers about the end of active life for the RMS ARC 24"-36" & 36"-48" products. These products have been in the field for numerous years and have proven themselves to be reliable and trusted by companies worldwide. However, due to increasing problems in sourcing critical replacement parts for new builds, repairs and occasional maintenance, the products are entering the end of the active life phase of their product life cycle.

At this point in time, Eddyfi Technologies is committed to offering repair, servicing and support up until the below mentioned dates:

- Servicing will continue but cannot be guaranteed to be completed after February 1st, 2025, due to the phase-out of the models indicated.
- Official end-of-support date is February 1st, 2025.
- Repair services will continue to be offered on a best-effort basis for units delivered to our offices until February 1st, 2025.

After this date servicing, support and any repair activities requiring spare parts cannot be accepted.

It is important to note that the RMS300 / RMS450 / RMS600 models remain unaffected, and servicing, calibrations, repairs, and upgrades can all be performed at various Eddyfi Technologies offices worldwide.

Best regards,

*Gareth Mugford*

Gareth Mugford  
Product Manager - NDT Scanners

