

August 14, 2023

End of Active Life Notice – RMS

—

To whom it may concern,

Due to several critical components reaching obsolescence and the unpredictability in the supply of parts, Eddyfi Technologies hereby announces that the RMS product family has reached its End of Active Life (EOAL), effective immediately. The individual items included within the RMS Product Family are as follows:

- RMS Control Box – PA
- RMS Control Box – SCUT
- RMS Scanner Heads – 300 / 450 / 600 / M-Skip
- RWP-57 (Water pump)
- RMS Accessories
- R-Scan Array (All variants)
- CMAP Reporting & RMS-UI Software

Having served in the field for numerous years, these products have established themselves as a dependable and globally trusted solution by various companies. Presently, Eddyfi remains fully dedicated to providing repair and maintenance services for these products through our various service centers. As part of our commitment to sustained customer support, we regret to inform you that last-time purchases will not be available. Any remaining inventory will be consolidated to ensure ongoing support continuity.

Our servicing provisions will remain in operation until October 1st, 2025. While we will continue to strive to offer repair services for units delivered to our offices until January 1st, 2027, please understand that this will be on a best-effort basis.

Post these specified dates, we regret to inform you that we will be unable to accommodate servicing, support, or any repair undertakings involving the procurement of spare parts.

We place great value on your patronage and extend our sincere gratitude for the ongoing opportunity to assist you with your testing and service requirements. Should you have any inquiries or seek specifications and pricing details for alternative systems, please do not hesitate to reach out to your designated Eddyfi Sales Manager.

Best regards,



Gareth Mugford
Product Manager – NDT Scanners
gmuqford@eddyfi.com

