



## **Notification: Important Update Regarding Service Contract Renewal**

Dear Customer,

This notice is to inform you about important changes affecting the renewal of your service contract.

Our records indicate that your Cassini 16 test systems currently under contract utilize the **RI8574 ArcaOS EPC TIM**. Due to the age of the components within the RI8574, maintaining an adequate supply of spare parts at the factory has become increasingly challenging.

While Roos Instruments has made significant efforts to sustain spare component availability, certain parts are now obsolete and no longer obtainable. Although we can still repair or replace many EPC components, critical items - such as the **Main Board, CPU, and RAM** - may no longer be available.

### **Impact on Your Service Contract:**

- **TIM Exchange Limitation**  
We can no longer guarantee availability of these components under the TIM Exchange program. Repairs for affected units will require a return-to-factory service.
- **Repair Limitations**  
Roos Instruments will continue to make every reasonable effort to repair failed EPC units. However, if a unit is determined to be unrepairable, it cannot be repaired or replaced under the current service contract.

### **Available Options**

If an EPC TIM becomes unrepairable, you may consider the following:

- **Upgrade Option**  
Purchase the RI8608 Linux NUC System Controller and RI8613A USB RIFL Master TIM upgrade for the RI8568C Cassini 16 infrastructure.
- **Spare Replacement Option**  
Replace the EPC TIM using your existing spare inventory, if available.

We appreciate your understanding as we navigate these limitations and remain committed to supporting your systems. We value our continued partnership and look forward to serving you.

Sincerely,  
Roos Instruments

ROOS INSTRUMENTS INC.