

INFORS HT PRODUCT LIFE CYCLE

Version: January 2026

1. General concept

INFORS HT is fully committed to supporting our customers. We want to enable scientists to get the maximum from their INFORS HT systems. To deliver this, we will typically provide full-service offerings for all products for **ten years** from the delivery date.

Beyond that point, we will endeavor to continue to deliver service and support as much as we reasonably can, while being aware that parts can become obsolete and operating systems may no longer be supported by their direct suppliers.

And when the point comes to finally retire your INFORS HT system, we're here to help you select the most appropriate replacement.

2. Definitions and Glossary

This document outlines the scope of support for INFORS HT products as well as 3rd party products supplied for the use with INFORS HT products.

The scope of support is detailed in chapter 3, the lists of INFORS HT products produced in the last 20 years are in chapters 4 to 6, and notable examples of 3rd party products are in chapter 7.

Glossary

- Consumables: regularly needed, can be provided/changed by the operator
- Wear Parts: should be inspected during regular maintenance and exchanged according to maintenance plan
- Spare Parts: part is designed to work for whole product life cycle, but can be replaced to restore the proper function of the device after an unexpected, premature failure
- EOSP: End of Series Production, will be announced by INFORS HT, not affected by one-off units sold at a later date, e.g., from demo stock

Lists of consumables and wear parts are available in the respective manuals or available on request from service@infors-ht.com.

3. Scope of support for INFORS HT products

| | During warranty period | Until end of series production | Until end of full support | Beyond end of full support |
|--|--|--|---|---|
| Service agreement options | Available | Available for instruments up to ten (10) years after installation. ² | No new contracts, extension of existing contracts possible | No new contracts, only preventative maintenance visits with reasonable effort |
| Preventative maintenance visits | Can be purchased anytime | Can be purchased anytime | Can be purchased anytime | Reasonable efforts only |
| Break/fix requests | For warranty repairs, standard warranty terms and conditions apply (clause 13 in our T&Cs) | Standard service and support policy applies (clause 14 in our T&Cs) | Standard service and support policy applies (clause 14 in our T&Cs) | Reasonable efforts only |
| Can the system be upgraded? | Yes ³ , limited to retrofittable options available at the time of purchase of the upgrade | Yes ³ , limited to retrofittable options available at the time of purchase of the upgrade | We recommend purchasing a new system ² . Reasonable efforts only ³ . | No |
| Warranty | Yes ¹ | No, except 1 year on retrofitted options only. | No | No |
| Maintain supply of parts | Yes | Yes, may require alternative parts | Yes, may require alternative parts | Reasonable efforts only |

¹ Excludes consumables, wear parts – see Terms and Conditions of business, clause 13.8 and 3rd party products (see chapter 7), original vendor warranty and support definitions apply.

² We recommend purchasing a new system,- see clause 14.4.3 in our Terms & Conditions of business. We do not offer formal support for hardware over 10 years old.

³ Upgrades, retrofits or repairs don't extend the above-mentioned periods. The dates and definitions for the original instruments remain in place.

4. List of shakers produced in the past 20 years

| SHAKER | END OF SERIES PRODUCTION | END OF FULL SUPPORT |
|------------------------|--------------------------|---------------------|
| Aerotron/Aquatron | June 2010 | June 2016 |
| Celltron | active | 5 years after EOSP |
| Ecotron | April 2023 | April 2028 |
| Labotron | October 2012 | October 2017 |
| Microtron | September 2012 | September 2022 |
| Minitron 1 | April 2014 | April 2024 |
| Minitron 2.0 | August 2019 | August 2029 (TBC) |
| Minitron 2.1 | August 2024 | August 2034 |
| Minitron 2.2 | Active | 10 years after EOSP |
| Multitron 2 | September 2012 | September 2022 |
| Multitron Pro / Cell | January 2019 | January 2029 |
| Multitron Standard 1.0 | September 2022 | September 2032 |
| Multitron Standard 2.0 | active | 10 years after EOSP |
| Multitron 4.0.x | September 2023 | September 2033 |
| Multitron 4.1.x | February 2025 | February 2035 |
| Multitron 4.2.x | June 2025 | June 2035 |
| Multitron 4.3.x | Active | 10 years after EOSP |
| Novotron | February 2008 | February 2018 |
| Orbitron | March 2024 | March 2029 |
| RC-406 | January 2018 | January 2028 |
| Thermotron | July 2020 | July 2030 |
| TR-225 | November 2011 | November 2021 |

5. List of bioreactors produced in the past 20 years

| BIOREACTOR | END OF SERIES PRODUCTION | END OF FULL SUPPORT |
|----------------------------------|--------------------------|---|
| Labfors 4 | December 2011 | December 2021 |
| Labfors 5 Cell | April 2023 | April 2033 |
| Labfors 5 Lux Flat Panel | April 2022 | April 2032 |
| Labfors 5 Lux Stirred Tank | April 2018 | April 2028 |
| Labfors 5 Microbial | active | 10 years after EOSP |
| Labfors 5 Solids | active | 10 years after EOSP |
| Minifors 1 | July 2016 | July 2026 |
| Minifors 2.0 | October 2019 | October 2029 |
| Minifors 2.1 | active | 10 years after EOSP |
| Multifors 1 | February 2013 | February 2023 |
| Multifors 2 Cell | April 2023 | April 2033 |
| Multifors 2 Microbial | active | 10 years after EOSP |
| Sixfors | January 2009 | January 2019 |
| Techfors-S 1 (No Touchscreen) | 2009 | 2029 (Hardware) 2019 (Electronics) |
| Techfors-S 1 (Touchscreen) | August 2019 | August 2039 (Hardware) August 2029 (Electronics) |
| Techfors-S 2 | active | 15 years after EOSP (Hardware) 10 years after EOSP (Electr.) |
| Techfors 1 | 2004 | 2024 (Hardware) 2014 (Electronics) |
| Techfors 2 | 2010 | 2030 (Hardware) 2020 (Electronics) |
| Techfors 3 | August 2019 | August 2039 (Hardware) August 2029 (Electronics) |
| Techfors 4 | active | 20 years after EOSP (Hardware) 10 years after EOSP (Electr.) |
| Terrafors-IS | January 2018 | January 2028 |

6. List of software produced in the past 20 years

| SFTWARE | END OF SERIES PRODUCTION | END OF FULL SUPPORT |
|---------------|--------------------------|--|
| eve | active | 5 years after EOSP, possibility to migrate data to potential future solution |
| Iris Software | N/A | December 2018, possibility to migrate data to eve |

7. List of 3rd party products supplied in the past 20 years*

| SFTWARE | PRODUCT STATUS | WARRANTY AND SUPPORT |
|--|-------------------|--------------------------------|
| Aquila biolabs / SBI CGQ, LIS | Discontinued 2023 | As defined by original vendor. |
| Chillers | active | As defined by original vendor. |
| Detachable sensors, e.g., pH, DO, redox, turbidity, pCO ₂ , viable cell-density, pres- sure, conductivity, exit gas analyzers | active | As defined by original vendor. |
| External bioreactor peripherals, e.g., balances and pumps | active | As defined by original vendor. |
| Network adapters or gateways, e.g., Profibus DP, Modbus TCP, Moxa, Wise | active | As defined by original vendor. |
| Steam generators | Active | As defined by original vendor. |

* list is not complete, rare products not mentioned, same logic applies