Rheometrics Instrument Support Policy
December 1, 2003

Existing Rheometric Scientific instruments can be divided into five (5) categories. These five (5) categories are as follows:

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<td>4</td>
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**Category 1 Products**

These products are either currently produced or have recently been replaced by similar ARES versions. TAI will maintain full support for these products including demand service, service contracts, and spare parts. These instruments include:

ARES (All versions)
RDA III
RFS III
RSA III

Notes:
1) For ARES instruments Versions 1-4, customer must upgrade to at least Version 5 by June 2004 to continue to receive support. V5 will be supported through December 2007.
2) The support policy described above is applicable to the US and some variations may exist depending on the country. Please check with your local TA office for information.
**Category 2 Products**

These products were previously produced by Rheometric Scientific but have been discontinued by TAI. They will be fully supported until December 2005. Service contracts will be available during this time period. After December 2005, shop service will be available on a “best effort” basis until December 2007. All support will be discontinued after December 2007. These products include:

DMTA V and SR5

**Category 3 Products**

The following products have been divested or are being supported as follows:

- The RM180/260/265 products have been discontinued and no support or parts are available. Existing Service Contracts will be honored but not renewed. Support for these products is available from:

  proRheo  
  Bahnhofstrasse 38  
  D-75382 Althengstett  
  Germany  
  Attn: Lothar Gehm  
  PH: +49-7051-77176  
  FAX: +49-7051-77187  
  Email: l.gehm@proRheo.de

  Note: proRheo offers a product equivalent to the RM180 for customers who have standardized tests methods based on this unit. In many cases, the AR Rheometers offered by TA Instruments are substitutes for the RM265.

- Thermo Electron Corporation has purchased the ACER Capillary Rheometer and PCR Process Rheometer. For support on these products, contact Thermo Electron through their website at [www.thermo.com](http://www.thermo.com).
Category 4 Products

These are products that Rheometric/TAI discontinued but will support on a “best effort” basis until December 2004. Parts supplies are limited and cannot be guaranteed in all cases. Limited field service is available, but some units (RME & MMT) may have to be returned to the U.S. Service Shop for repairs. No service contracts are available. Limited applications support is available, except for the MMT. These products include:

DSC SP       DMTA 3E       DMTA IV
RSA2         SR200/2000 V6 SR500/5000 V6
STA SID 3    TGA MK2       TMA (all versions)
RME          MMT2000

Category 5 Products

Rheometric Scientific previously declared these products obsolete and no support or parts are available. These products include:

DMTA MK I & II DMTA MKIII DSC(PL & Omnitherm)
DSC Plus (PL)  MFM V3       MMT (Old PL)
RAA           RAMA         RDA 700
RDA2          RDS 7700     RDS2
RFS 84/8500   RFS2         RFX
RIT 8000      RM108/108E   RM115/115A
RMS 605       RMS 800      RPR
SR200/2000 <V6 SR500/5000 <V6 STA <SID
STA SID2      TGA 1000/1500(PL) TMA 500/1000 (PL)