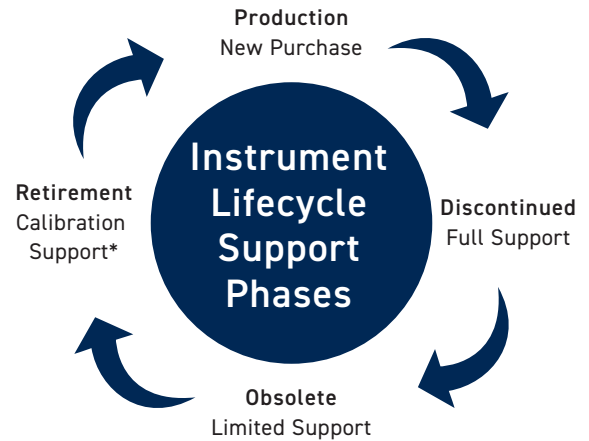


Taylor Hobson has extensive experience designing and manufacturing metrology products for surface and roundness measurement. This guarantees when you buy a Taylor Hobson instrument, you are investing in the latest measurement technology.

Our complete portfolio of services have been designed to help you improve productivity, reduce total cost of ownership and ensure compliance across your entire organisation.

Levels of support change during each phase of an instruments' lifetime. Our instrument support policy ensures clarity throughout the various lifecycle support phases, leaving you better placed to plan and prepare for future support or replacement needs.



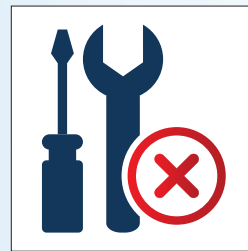
Production



Discontinued



Obsolete



Retirement



Product replacement

1. Production phase

Begins with the first instrument shipment and continues for the whole time the instrument is manufactured. **Full Service and Support is offered.** Hardware and Software development will be available in this phase.

2. Discontinued phase

Once we announce that an instrument is no longer being sold or manufactured it moves to the Discontinued Phase. **Full Service and Support continues to be offered.** Software development will continue in this phase.

Taylor Hobson will provide service and support for all instruments for as long as spares continue to be available. Our aim is a minimum of 10 years from the date the instrument enters the Discontinued Phase.

To ensure we can exceed customer expectations, key support elements are reviewed regularly:

- Availability of spares.
- Availability of documentation.
- Availability of upgrades to extend instrument life.
- Accredited Service Engineer knowledgebase.
- Overall company technical expertise.

3. Obsolete phase

Once we can no longer source spares (such as PCB's) due to obsolescence it becomes difficult for us to offer full service support. Inability to source any of the Key Support Elements means the instrument moves into the Obsolete Phase. **Limited Support is offered during this period.** All 'reasonable effort' will be given to repair an instrument without guarantee of success.

An announcement will be issued six months prior to entering this phase, normally with an option to upgrade or replace the instrument.

4. Retirement phase

The instrument moves into the Retirement Phase once several of the key support elements can no longer be met. This indicates the end of life of the instrument. **Calibration Support only available in this phase⁽¹⁾.** This will normally be a minimum of 24 months from the start of the Obsolete Phase. A notice will be given before an instrument enters retirement, so you have a reasonable time to investigate product replacement.

¹ Provided instrument is in full working order.

Instrument	Production	Discontinued	Obsolete	Retirement	Upgrade	SMP
Talysurf 3000(A) / 6000 / CCI Lite / Sunstar				X		
CCI MP / HS / HD			X			
TALYScan 150 / 250 / Talysurf CLI				X		
TALYScan 280	X					
LUPHOScan 50SL / 260 / 420 / 600 (NPAQ)		X			✓	✓
LUPHOScan 50SL / AC / 260 / 420 / 600 / 850 (XR3)	X				✓	✓
Surtronic® 3 / 3P / 3+				X		
Surtronic® 25 / Duo			X			
Surtronic® S-100 Series / Duo II	X					
Form Talysurf® Plus				X		
Form Talysurf® Intra 1			X		✓	
Form Talysurf® Intra 2		X ⁽²⁾			✓	
Form Talysurf® Intra Touch	X				✓	
Form Talysurf MK1 (DG)				X		
FTS Series 1 / 2 Inductive / Laser / PGI / Talycontour (SDLC)				X		
Form Talysurf® S21 INDUCTIVE (PCI)			X		✓	✓ ⁽³⁾
Form Talysurf® i-Series (PCle)		X ⁽²⁾			✓	✓ ⁽³⁾
Form Talysurf® i-Series PRO (GEP)	X				✓	✓
Form Talysurf® S21 PGI 4XX / 8XX / 12XX (PCI)			X		✓	✓ ⁽³⁾
Form Talysurf® PGI Bearings / Series (PCle)		X ⁽²⁾			✓	✓ ⁽³⁾
Form Talysurf® PGI NOVUS / LASER / VESTA (GEP)	X				✓	✓
Form Talysurf® PGI Blu / 3D Optics (PCI)			X			
Form Talysurf® PGI Dimension (PCle)		X ⁽²⁾				
Form Talysurf® PGI Optics / Freeform (PCle)	X				✓	
Form Talysurf® PGI Matrix		X				
Form Talysurf® Multi-Axis / CNC Series (PCle)	X				✓	
TalyTrac				X		
Surtronic® R-50 / R-80 / R-100 / R-125		X			✓	
Surtronic® R-150 / Talyrond® R-170 Raceway	X				✓	
Talyrond® 30 / 31			X			
Talyrond® 13X	X				✓	
Talyrond® 2XX (SDLC)				X		
Talyrond® 3XX (PCI)			X ⁽²⁾		✓	✓ ⁽³⁾
Talyrond® 4XX (PCI)			X ⁽²⁾		✓	✓ ⁽³⁾
Talyrond® 5XX (PCle)		X ⁽²⁾			✓	✓ ⁽³⁾
Talyrond® 5XX PRO (PCle)	X				✓	✓
Talyrond® 3 / 300 / TalyCenta				X		
Talyrond® 4 / 450 Mk1 (SDLC)				X		
Talyrond® 450 Mk2 (R21 PCI)		X ⁽²⁾			✓	
Talyrond® 400 / 440 (SDLC)				X		
Talyrond® 15XX (PCle) / 17XX (PCle)	X				✓	✓ ⁽³⁾
Talyrond® 2000 (PCle)		X			✓	
Talyrond® 73 (SDLC)				X		
TalyMaster (PCle)		X ⁽²⁾				
SPS 1000 / 2500 / Portable	X				✓	

² Ultra software will remain supported until the last instrument is moved over to Metrology 4.0 software.

³ Instruments running Metrology 4.0 software only.

Instruments not listed in the table should be considered in the Retirement Phase.