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August 2025

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## Reference: End of Support for Ultra Software

Taylor Hobson is proud to maintain its position as a global leader in the design, development, and supply of precision metrology equipment. Few manufacturers can match our legacy of innovation and excellence in the precision field, a legacy that dates back to 1886.

Our comprehensive portfolio of instruments is crafted to enhance productivity, lower total cost of ownership, and ensure compliance across your entire organisation. Support levels vary throughout each phase of an instrument's lifecycle. Our instrument support policy provides clear guidance through these lifecycle phases, enabling you to better plan and prepare for future support or replacement needs. A copy of our instrument support policy is attached to this letter.

We recognise that the Ultra software platform has been a dependable tool for many of our customers, and we sincerely appreciate your continued loyalty and support. However, after nearly 30 years of service, support for Ultra is being phased out over the next year, depending on instrument type:

Instrument Model	End of Ultra Software Support	Ultra-Based Upgrades
Form Talysurf i-Series	End of <b>2025</b>	✗ Not Available
Form Talysurf PGI	End of <b>2025</b>	✗ Not Available
Talyrond 3xx, 4xx, 5xx Series	End of <b>2025</b>	✗ Not Available
Form Talysurf Intra	End of <b>2026</b>	✓ Available until Sept 2025
Talyrond 1xx Series	End of <b>2026</b>	✓ Available until Sept 2025

To meet the evolving needs of our customers, we introduced Metrology 4.0, our latest software platform eight years ago. It offers a wide range of new features, including compatibility with Windows 11, enhanced performance, and a more intuitive user interface.

### Upgrade Your Instrument Now!

We encourage you to upgrade to Metrology 4.0 to take advantage of these improvements. As part of our current promotion, we're offering up to **30% off all Metrology 4.0 upgrades ordered before 30th September 2025**. To help you transition smoothly, we can provide training sessions on Metrology 4.0. These sessions will cover all the new features and provide hands-on experience to ensure you are fully equipped to utilise the software effectively. Our support team is also available to assist with any questions or concerns during the transition.

Our global team of Taylor Hobson Sales and Service representatives is ready to provide detailed information on Metrology 4.0 instruments and upgrade options. With our world-leading expertise and the advanced capabilities of Metrology 4.0, we are confident in our ability to deliver solutions that meet both your technical and budgetary requirements. Should you have any questions or require further assistance, please do not hesitate to contact us or visit [www.taylor-hobson.com](http://www.taylor-hobson.com)

For and on behalf of Taylor Hobson Limited.



**Chris Phillips**  
Manager - Global Service Operations

# Instrument Support Policy

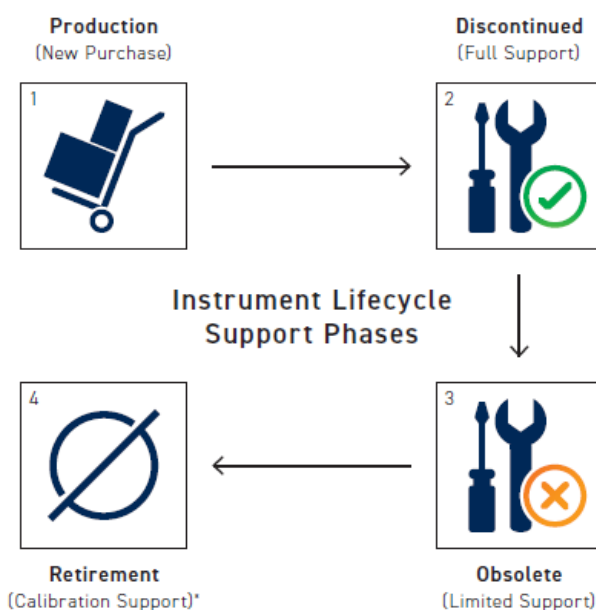
## Local support from the global metrology experts

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.



## Instrument lifecycle support phases

### 1. Production phase

This phase begins with the initial shipment of the instrument and extends throughout its entire manufacturing period. During this time, we provide comprehensive service support, ensuring that both hardware and software development are continuously available. Our commitment is to maintain the instrument's performance and reliability, addressing any issues promptly and efficiently.

### 2. Discontinued phase

When we announce that an instrument is no longer being sold or manufactured, it transitions into the Discontinued Phase. During this phase, we remain committed to providing full service support, which includes ongoing software development to ensure the instrument continues to function optimally. Taylor Hobson will maintain service and support for all instruments for as long as it is feasible to do so, ensuring our customers receive the best possible care and assistance throughout the instrument's lifecycle.

### 3. Obsolete phase

When we can no longer source spare parts and electronics due to obsolescence, it becomes increasingly difficult to provide full service support. At this stage, the instrument transitions into the Obsolete Phase. During this period, we offer limited support and make every reasonable effort to repair the instrument, although we cannot guarantee success. Before entering this phase, we will issue an announcement, typically providing options to upgrade or replace the instrument. This ensures our customers are informed and have the opportunity to transition to newer, more reliable equipment.

### 4. Retirement phase

This phase signifies the conclusion of the instrument's lifecycle. During this period, we will only offer calibration support to ensure the instrument remains accurate\*. Regrettably, we are unable to repair instruments in this phase. Prior to the instrument entering retirement, we will issue a notice, providing sufficient time to consider and investigate replacement options. This proactive approach ensures smooth transition to a new product, without any disruption to operations.