

Products no longer sold by Montana Instruments ("legacy products") will be phased out of service according to the end-of-life policy below. Legacy products may reach the end of their life for a number of reasons, such as technology obsolescence, market demand, or the introduction of next-generation replacement models.

Montana Instruments recognizes many of these legacy products are still key pieces of equipment in user labs and facilities, and we will continue to make a best-effort to support systems that have entered end-of-life. Users may still contact customer support for questions and support guidance.

The general policy guidelines are outlined in the table below. The end-of-life policy extends to any options and add-ons installed on a platform that is deemed end-of-life.

	Policy	Exclusions	Applicable Regions
Software	No additional software or firmware updates will be provided.		All regions
Hardware	Some replacement parts may not be available. All repairs are deemed best-effort and subject to part available.	Components under active warranties will be covered.	All regions
Add-Ons / Accessories	Users will no longer be able to purchase add-ons, accessories, or other upgrades for the system.	Common spare components will still be available.	All regions
Support	30 minutes complimentary remote support. In-depth troubleshooting, advanced diagnostics, and additional support subject to additional rates.	20,000 Hour System Maintenance Package (refurbishing the cryocooler and replacing the compressor adsorber) will still be offered.	North America (other service offices may have alternate policies)

LEGACY PRODUCTS

The following legacy products have entered end-of-life as of the dates listed:

		End-of-Life Effective Dates					
Product	Product Description	Software	Hardware	Add-Ons / Accessories		Support	
Cryostation: Generation 1		Year Introduced: 2010 Cryostat Models: Cryostation (Microscope, Magneto-Optic), Nanoscale Workstation Control Architecture: Classic Control Unit User Interface: Laptop PC Software: Windows®-based application		December 1, 2020	December 1, 2020	February 1, 2021	January 1, 2021