Important Notice to our Customers

Product Change Notice 201110A **Date: Nov. 10, 2020 (Rev. Jan. 4, 2023)**

Re: EOS and EOL of legacy DV viscometers and rheometers

To Our Valued Customers:
We appreciate your use of AMETEK Brookfield viscometers and rheometers. The purpose of this notice is to inform you that selected legacy DV viscometers and rheometers will no longer be repaired after July 1, 2020, and will no longer be supported after December 31, 2022.

PCN Type:
- Notice of end of product repair/service (EOS) informing customers that repair services for selected legacy DV viscometers and rheometers will no longer be offered after July 1, 2020. Factory calibrations can still be performed during this period.
- Notice of end of product life (EOL) informing customers that all repair AND calibration services for selected legacy DV viscometers and rheometers will no longer be offered after December 31, 2022.

Product(s) Affected:
This notice only affects selected legacy DV viscometers and rheometers and does not impact the status of current or recently produced DV viscometers and rheometers. Below is a list of affected products families and a list of recommended products that provide improved performance over their legacy counterparts:

Product Family	End of Repair/ Service (EOS)	End of Life (EOL)	Recommended Alternative
DV-E	July 1, 2020	December 31, 2022	DVPlus
DV-I			DVPlus
DV-I+			DVPlus
DV-I Prime			DVPlus
DV-II			DV2T or DVNext
DV-II+			DV2T or DVNext
DV-II Pro			DV2T or DVNext
DV-II+ Pro			DV2T or DVNext
DV-II Pro Extra			DV2T or DVNext
DV-III			DVNext
DV-III+			DVNext
DV-III Ultra			DVNext

Customer Impact:
Due to the age of these instruments and the limited availability of components, AMETEK Brookfield will discontinue offering repair services as of July 1, 2020, and will discontinue all product support, including factory calibrations, as of December 31, 2022. To assist customers in transitioning to new products, AMETEK Brookfield will be offering an instrument trade-in discount for customers of affected legacy DV viscometers and rheometers wishing to upgrade – please contact AMETEK Brookfield for more details. Also, please visit the AMETEK Brookfield website at www.brookfieldengineering.com for more information on currently available laboratory viscometers and rheometers or contact AMETEK Brookfield for additional information and recommendations on alternate products.

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