INFORS HT PRODUCT LIFE CYCLE

Version: November 2026

1. General concept

INFORS HT is fully committed to supporting our customers. We want to enable scientists to get the maximum from their INFORS HT systems. To deliver this, we will typically provide full-service offerings for all products for **ten years** from the delivery date.

Beyond that point, we will endeavor to continue to deliver service and support as much as we reasonably can, while being aware that parts can become obsolete and operating systems may no longer be supported by their direct suppliers.

And when the point comes to finally retire your INFORS HT system, we're here to help you select the most appropriate replacement.

2. Definitions and Glossary

This document outlines the scope of support for INFORS HT products as well as 3rd party products supplied for the use with INFORS HT products.

The scope of support is detailed in chapter 3, the lists of INFORS HT products produced in the last 20 years are in chapters 4 to 6, and notable examples of 3rd party products are in chapter 7.

Glossary

- Consumables: regularly needed, can be provided/changed by the operator
- Wear Parts: should be inspected during regular maintenance and exchanged according to maintenance plan
- Spare Parts: part is designed to work for whole product life cycle, but can be replaced to restore the proper function of the device after an unexpected, premature failure
- EOSP: End of Series Production, will be announced by INFORS HT, not affected by one-off units sold at a later date, e.g., from demo stock

Lists of consumables and wear parts are available in the respective manuals or available on request from service@Infors-ht.com.

3. Scope of support for INFORS HT products

	During warranty period	Until end of series production	Until end of full support	Beyond end of full support
Service agreement options	Available	Available for instruments up to ten (10) years after installation.[2]	No new contracts, extension of existing contracts possible	No new contracts, only preventative maintenance visits with reasonable effort
Preventative maintenance visits	Can be purchased anytime	Can be purchased anytime	Can be purchased anytime	Reasonable efforts only
Break/fix requests	For warranty repairs, standard warranty terms and conditions apply (clause 13 in our T&Cs)	Standard service and support policy applies (clause 14 in our T&Cs)	Standard service and support policy applies (clause 14 in our T&Cs)	Reasonable efforts only
Can the system be upgraded?	Yes[3], limited to retrofittable options available at the time of purchase of the upgrade	Yes[3], limited to retrofittable options available at the time of purchase of the upgrade	We recommend purchasing a new system[2]. Reasonable efforts only[3].	No
Warranty	Yes[1]	No, except 1 year on retrofitted options only.	No	No
Maintain supply of parts	Yes	Yes, may require alternative parts	Yes, may require alternative parts	Reasonable efforts only

[1] Excludes consumables, wear parts – see Terms and Conditions of business, clause 13.8 and 3rd party products (see chapter 0), original vendor warranty and support definitions apply.

[2] We recommend purchasing a new system,- see clause 14.4.3 in our Terms & Conditions of business. We do not offer formal support for hardware over 10 years old.

[3] Upgrades, retrofits or repairs don't extend the above-mentioned periods. The dates and definitions for the original instruments remain in place.

4. List of shakers produced in the past 20 years

SHAKER	END OF SERIES PRODUCTION	END OF FULL SUPPORT
Aerotron/Aquatron	June 2010	June 2016
Celltron	active	5 years after EOSP
Ecotron	April 2023	April 2028
Labotron	October 2012	October 2017
Microtron	September 2012	September 2022
Minitron 1	April 2014	April 2024
Minitron 2.0	August 2019	August 2029 (TBC)
Minitron 2.1	August 2024	August 2034
Minitron 2.2	Active	10 years after EOSP
Multitron 2	September 2012	September 2022
Multitron Pro / Cell	January 2019	January 2029
Multitron Standard 1.0	September 2022	September 2032
Multitron Standard 2.0	November 2026	November 2036
Multitron Standard 2.1	active	10 years after EOSP
Multitron 4.0.x	September 2023	September 2033
Multitron 4.1.x	February 2025	February 2035
Multitron 4.2.x	June 2025	June 2035
Multitron 4.3.x	November 2026	November 2036
Multitron 4.4.x	Active	10 years after EOSP
Novotron	February 2008	February 2018
Orbitron	March 2024	March 2029
RC-406	January 2018	January 2028
Thermotron	July 2020	July 2030
TR-225	November 2011	November 2021

5. List of bioreactors produced in the past 20 years

BIOREACTOR	END OF SERIES PRODUCTION	END OF FULL SUPPORT
Labfors 4	December 2011	December 2021
Labfors 5 Cell	April 2023	April 2033
Labfors 5 Lux Flat Panel	April 2022	April 2032
Labfors 5 Lux Stirred Tank	April 2018	April 2028
Labfors 5 Microbial	active	10 years after EOSP
Labfors 5 Solids	active	10 years after EOSP
Minifors 1	July 2016	July 2026
Minifors 2.0	October 2019	October 2029
Minifors 2.1	active	10 years after EOSP
Multifors 1	February 2013	February 2023
Multifors 2 Cell	April 2023	April 2033
Multifors 2 Microbial	active	10 years after EOSP
Multifors 3	active	10 years after EOSP
Sixfors	January 2009	January 2019
Techfors-S 1 (No Touchscreen)	2009	2029 (Hardware) 2019 (Electronics)
Techfors-S 1 (Touchscreen)	August 2019	August 2039 (Hardware) August 2029 (Electronics)
Techfors-S 2.0	June 2026	15 years after EOSP (Hardware) 10 years after EOSP (Electr.)
Techfors-S 2.1	active	15 years after EOSP (Hardware) 10 years after EOSP (Electr.)
Techfors 1	2004	2024 (Hardware) 2014 (Electronics)
Techfors 2	2010	2030 (Hardware) 2020 (Electronics)
Techfors 3	August 2019	August 2039 (Hardware) August 2029 (Electronics)

BIOREACTOR	END OF SERIES PRODUCTION	END OF FULL SUPPORT
Techfors 4	active	20 years after EOSP (Hardware) 10 years after EOSP (Electr.)
Terrafors-IS	January 2018	January 2028

6. List of software produced in the past 20 years

SOFTWARE	END OF SERIES PRODUCTION	END OF FULL SUPPORT
eve	active	5 years after EOSP, possibility to migrate data to potential future solution. See 6.1 eve versions for details.
Iris Software	N/A	December 2018, possibility to migrate data to eve

6.1. eve versions

eve is released in Major Releases (e.g. 2025H2). The release date of each Major Release is listed in the eve release notes.

Supported versions: INFORS HT supports the current Major Release and the three previous Major Releases. For supported versions, INFORS HT provides technical assistance and investigates reported issues. Fixes for bugs and security vulnerabilities are delivered in the current release. Customers with active Software Maintenance receive these fixes by updating to the current release. When a new Major Release is published, the oldest supported version reaches end of support.

Older versions: eve versions older than the supported versions are no longer supported. No further fixes are provided for these versions. INFORS HT provides assistance on a best effort basis, in particular with upgrading to a supported release and with data migration.

Security updates: for every eve Major Release published on or after 11 December 2027, INFORS HT provides security updates free of charge to all licensees for at least five (5) years from its release date, in line with the EU Cyber Resilience Act.

7. List of 3rd party products supplied in the past 20 years*

SOFTWARE	PRODUCT STATUS	WARRANTY AND SUPPORT
Aquila biolabs / SBI CGQ, LIS	Discontinued 2023	As defined by original vendor.
Chillers	active	As defined by original vendor.
Detachable sensors, e.g., pH, DO, redox, turbidity, pCO2, viable cell-density, pressure, conductivity, exit gas analyzers	active	As defined by original vendor.
External bioreactor peripherals, e.g., balances and pumps	active	As defined by original vendor.
Network adapters or gateways, e.g., Profibus DP, Modbus TCP, Moxa, Wise	active	As defined by original vendor.
Steam generators	Active	As defined by original vendor.

* list is not complete, rare products not mentioned, same logic applies