

Support Extension Notice

SEN-003

NG2000- all variants

NG2000A- all variants

NG4000- all variants

NG4000A- all variants

SCOPE

The purpose of this document is to inform of extension of product support for products within the discontinuation phase and, where applicable, advise of any new or alternative models that replace the discontinued products. **This notice supersedes previous notices issued for these products.**

Product(s) Affected by this notice

The following product(s) are affected by this notice, where applicable the replacement models and replacement part numbers are shown.

Part No	Model	Support Level	Extension Until	Replacement Model	Part No
10-2160 10-2170 10-2180	NG2000	Full Support	December 2025	NG3000	10-2210 10-2211 10-2230
10-1160 10-1160R 10-1170 10-1180	NG2000A	Full Support	December 2025	NG3000A	10-1210 10-1220 10-1230
10-2260 10-2270 10-2280	NG4000	Full Support	December 2025	NG5000	10-2310 10-2320 10-2330
10-1260 10-1270 10-1280	NG4000A	Full Support	December 2025	NG5000A	10-1292 10-1295 10-1291

Effective Date

The extended support takes effect with the issue of this notice, products listed above are discontinued but fully supported until the date shown above.

Service and Support

Service kits and spare parts will be made available for these products until the support period end, after this time we will endeavor to provide support for a further period of 1 year on a 'best efforts' basis. Peak protected service plans are available until the date shown above. Full support and best effort support periods may vary depending on future availability of spare parts.

Please contact your Peak Scientific account manager if you have a requirement for service kits/ spares, or a Peak Protected service plan.