



TECHNICAL BULLETIN : SERVICE INFORMATION / RETROFIT / UPGRADE

NuAire Support and Product Replacement Policy

NuAire, Inc. will provide full support, replacement parts, and/or equivalent functionality for the following product lines with the number of years indicated beyond original manufacture dates:

- Biosafety Cabinets** – 15 years
- Airflow Products** – 15 years
- Pharmacy Isolators** – 10 years
- Incubators** – 10 years
- Ultra-Low Freezers** – 10 years
- Centrifuges** – 8 years
- Airflow Custom Products** – 10 years

Exceeding these dates as stated above, NuAire may provide limited support, as documentation permits, consisting of commonly available parts such as discrete electrical components (i.e. lamps, relays, connectors, switches, circuit breakers, motors, blowers, and filters). Electronic control boards/assemblies are subject to availability of board level components. Fabricated/manufactured parts and assemblies (i.e. diffusers, grills, work trays and shelves) are subject to current/limited availability depending upon manufacturing cycle.

Product models that are older than the policy may be subject to higher cost due to limited availability of resources and need for more specialized support. Documentation of Airflow Custom Products is limited to 20 years or the manufactured year of 2000, as product records beyond these periods are not retained.

DUE TO IMPROVEMENTS IN ERGONOMICS, SAFETY CONTAINMENT PERFORMANCE, ENERGY EFFICIENCY, AND SERVICEABILITY, STANDARD PRODUCT LINES MANUFACTURED BEFORE 2000 WILL NO LONGER BE SUPPORTED.

Please consult with your institute's Environmental Health and Safety Department, an Accredited Certifier currently performing maintenance, or your local NuAire Sales Representative. If you have further questions, please contact NuAire's Technical Service Department. For more details regarding biosafety cabinet replacement please refer to NuAire's technical bulletin GTB155.