



April 25, 2025

### Important Information about Renewal of your Service Contract

Our records indicate the Cassini 16 test systems you currently have under service contract use the RI8574 ArcaOS EPC TIM. Due to the age of the components contained in the RI8574, it has become more difficult to maintain a set of spares at the RI factory.

While Roos Instruments has been able to maintain a good level of spare components, some parts are no longer available. While we replace or repair the majority of the parts in the EPC, there may be some items, such as Main Board, CPU, or RAM that are no longer available.

What this means for you and your service contract:

- 1) We can no longer guarantee stock of these parts or their replacement parts under the ME (Fast Ship Module Exchange) component of the service contract and are "return to factory" for repair.
- 2) Roos Instruments will make every reasonable effort to repair a failed EPC. But, if it is deemed to be unrepairable, we will not be able to repair or replace it under a service contract.

In this case, your choices are:

- a) Purchase the RI8608 Linux NUC System Controller and RI8613A USB RIFL Master TIM upgrade for the RI8568C Cassini 16 Infrastructure.
- Or
- b) Replace the EPC TIM with your spares inventory, if available.

Thank you for your understanding. We look forward to our mutually rewarding relationship.

ROOS INSTRUMENTS INC.

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