



Notification: Important Update Regarding Service Contract Renewal

Dear Customer,

This notice is to inform you about important changes affecting the renewal of your service contract.

Our records indicate that your Cassini 16 test systems currently under contract utilize the **RI8508A 6 GHz Digitally Modulated Signal Generator TIM**. Due to the age of the components within the RI8508A, maintaining an adequate supply of spare parts at the factory has become increasingly challenging.

While Roos Instruments has made significant efforts to sustain spare component availability, certain parts are now obsolete and no longer available.

Impact on Your Service Contract:

- **TIM Exchange Limitation**

We can no longer guarantee availability of these components under the TIM Exchange program. Repairs for affected units will require a return-to-factory service.

- **Repair Limitations**

Roos Instruments will continue to make every reasonable effort to repair a failed RI8508A TIM. However, if a TIM is determined to be irreparable, it cannot be repaired or replaced under the current service contract.

Available Options

If an RI8508A TIM becomes irreparable, you may consider the following:

- **Purchase Option**

Purchase a new RI8508C 6 GHz Digitally Modulated Signal Generator TIM.

- **Spare Replacement Option**

Replace the TIM using your existing spare inventory, if available.

We appreciate your understanding as we navigate these limitations and remain committed to supporting your systems. We value our continued partnership and look forward to serving you.

Sincerely,

Roos Instruments

ROOS INSTRUMENTS INC.

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