

Important Notice to our Customers

Product Change Notice 240325A

Date: March 25, 2024

Re: EOM PFT-BCR-117 and PFT-BCR-116 for the Powder Flow Tester (PFT)

To Our Valued Customers:

Thank you for your continued trust in AMETEK Brookfield and for using our Power Flow Tester, PFT. We have an important update that impacts the availability of certain calibration materials for these instruments. Effective immediately, we must inform you that PFT-BCR-117 and PFT-BCR-116 limestone materials, integral for performing PFT calibration checks, will cease to be available for purchase after March 25, 2024, due to lack of availability.

PCN Type:

Notice of end of product manufacturing (EOM), PFT-BCR-117 and PFT-BCR-116 limestone will no longer be available after March 25, 2024.

Product(s) Affected:

- PFT-BCR-117
- PFT-BCR-116
- Powder Flow Tester (instrument family)

Customer Impact:

This change may disrupt the routine operations that rely on these specific limestone materials for calibration checks. Due to 1) The lack of availability of PFT-BCR-117 and PFT-BCR-116 limestone and 2) The absence of suitable alternatives, customers will not be able to purchase additional materials to perform calibration checks on the PFT. In addition, due to the lack of a suitable replacement for PFT-BCR-117 and PFT-BCR-116 limestone, we will not be able to offer customer self-qualification (IQOQPQ) for the PFT, but we can still perform this service with an onsite field technician.

AMETEK Brookfield is actively seeking alternative materials and suppliers, though we have yet to secure replacements or define a timeline for availability. In the interim, our team is committed to directly assisting our customers with this essential service, ensuring minimal impact on your operations. Through this transition, we offer calibration services by 1) Sending your PFT to our facilities and 2) Dispatching an onsite field technician. While we recognize this does not fully replace the convenience of calibration checks, we aim to ensure your equipment remains precisely calibrated and operational.

We sincerely apologize for any inconvenience this situation may cause and are here to address any concerns or questions you might have. Your satisfaction and success remain our highest priority, and we are dedicated to navigating these changes with you. Please do not hesitate to contact us for support, further information, or to discuss how we can assist with your calibration needs during this period.

Contact:

AMETEK Brookfield
11 Commerce Blvd.
Middleboro, MA 02346 USA
Phone: (508) 946-6200
Email: MA-MID.ccs@ametek.com

Material Characterization At Its Best!™