

Important Notice to our Customers

Product Change Notice 240308A

Date: March 8, 2024

Re: EOS and EOM of legacy EZ Lock viscometers, rheometers, and accessories

To Our Valued Customers:

We appreciate your use of AMETEK Brookfield viscometers and rheometers. The purpose of this notice is to inform you that legacy DV1, DV2, and DV3 viscometers and rheometers using the EZ Lock coupling system will no longer be repaired and EZ Lock accessories will no longer be available after April 1, 2025.

PCN Type:

- Notice of end of product repair/service (EOS) informing customers that repair services for legacy DV1, DV2, and DV3 viscometers and rheometers using the EZ Lock coupling system will no longer be offered after April 1, 2025.
 - Factory calibrations on affected instruments can still be performed after April 1, 2025.
- Notice of end of product manufacturing (EOM) informing customers that accessories for instruments using the EZ Lock coupling system, including spindles, will no longer be produced or available for purchase after April 1, 2025.

Product(s) Affected:

- Legacy DV1, DV2, and DV3 viscometers and rheometers using the EZ Lock coupling system.
- Accessories for instruments using the EZ Lock coupling system.

Customer Impact:

Due to the age of these instruments and accessories, and the limited availability of components, AMETEK Brookfield will discontinue offering repair services for legacy DV1, DV2, and DV3 instruments using the EZ Lock coupling system and discontinue offering accessories for the EZ Lock coupling system as of April 1, 2025. To assist customers in transitioning to new products, AMETEK Brookfield will be offering an instrument trade-in discount for customers of affected legacy DV1, DV2, and DV3 instruments using the EZ Lock coupling system wishing to upgrade – please contact AMETEK Brookfield for more details. Also, please visit the AMETEK Brookfield website at www.brookfieldengineering.com for more information on currently available laboratory viscometers and rheometers, including instruments with the magnetic coupling system, or contact AMETEK Brookfield for additional information and recommendations on alternate products.

Contact:

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