



CANNON Instrument Company – Policy for Discontinued Equipment

Cannon strives to provide customer support for the life of our products. From time-to-time we introduce new technologies which replace older models of instruments. While these discontinued models are no longer available for sale, we will continue to provide service and support on all products for a period of 10 years following the last date of manufacture.

Our support is limited to maintaining the operation of your instrument under typical operating conditions and providing commonly used replacement parts. In general, we will strive to maintain inventory of the following types of parts:

- Consumables
- Parts subject to wear or breakage under normal usage
- Certain seals and gaskets
- Viscometer tubes
- Software and Firmware

However, certain manufactured or vendor sourced parts may become unavailable sooner and are out of our direct control. At the discretion of the company, we may determine suitable 3rd party aftermarket parts for certain model instruments.