

20 December 2023

Important Announcement: Discontinuation of TFS-55, TFS-HT, and TFS-55 Bias-90 Transducers

Dear Valued Customer,

Effective 1st January 2024, Fluenta AS will discontinue the production and sales of the TFS-55, TFS-HT, and TFS-55 Bias-90 transducers. These products have been superseded in performance by our recently launched FlarePhase transducers. We would direct customers towards these newer solutions wherever extremes of temperature or difficult gas compositions are concerned.

Regardless of their discontinuance, we want to assure you of our continued support for these legacy products. We understand the importance of reliability and ongoing service in your operations. Therefore, we are committed to providing support for the discontinued products in the field for a full 10 years following their installation date.

Understanding that maintenance and longevity are crucial for your operations, we have put in place a robust replacement policy. In instances where parts of these discontinued products need replacing, Fluenta is prepared to offer equivalent alternatives, ensuring that your systems continue to function efficiently and effectively.

Moreover, we recognize that each installation is unique and may present its own set of challenges. To address this, we encourage our customers to reach out to our support team with any issues related to their installations. Our team is equipped to provide a thorough, case-by-case evaluation, ensuring that each concern is addressed with the utmost care and attention to detail.

We appreciate your understanding and cooperation as we navigate this transition. Fluenta remains dedicated to delivering high-quality, innovative solutions and ensuring the satisfaction and success of our valued customers.

Summary of our Support for Discontinued Products:

- **Duration of Support:** we will provide support for the discontinued TFS-55, TFS-HT, and TFS-55 Bias-90 transducers in the field for 10 years from the installation date.
- **Replacement Policy:** in cases where parts need replacing, Fluenta reserves the right to offer equivalent alternatives.
- **Support Process:** for any installation issues, customers should contact our support team for a case-by-case evaluation.

Thank you for your continued trust and partnership.

Sincerely,

Graham Davies
Quality Assurance Director