

End of Life notification for Spare Parts sold directly to Customers – 16 April 2018

Spare Parts will be sold directly to Customers until 30 June 2018

This notification is to inform Beijer Electronics' customers that it will no longer sell spare parts directly. (Note, this does not apply to HMI accessories such as cables, touchscreen protectors, power connectors, mounting clips, etc.)

Beijer Electronics rarely sells its spare parts directly to its customers – end users, system integrators, OEMs or those individuals or businesses that intend to repair Beijer Electronics' products themselves. Rather, spare parts are made available via one of Beijer Electronics' Global Service Centers as part of an official Service Case.

Any service, repair or spare part issue related to any Beijer Electronics product should come through its official Customer Repair Order (CRO) process. To initiate this, the customer should contact one of Beijer Electronics' service centers which can be found at https://www.beijerelectronics.com/en/support/Service_inquiry. In the Americas, these Centers are as follows:

Beijer Electronics Inc.
1865 West 2100 South
Salt Lake City, UT 84119 USA
p: +1 801 466 8770
e: usa.slc.service@beijerinc.com or cust.return@beijerinc.com

Altus Sistemas de Automação S. A.
Av. Theodomiro Porto da Fonseca, 3101 Lote 01
São Leopoldo/RS - CEP 93022-715 Brasil
f: 0800 510 9500 | +55 51 3589 9500
e: vendas@altus.com.br

The purpose of this decision is to i) ensure a proper problem diagnosis, ii) certify the repair is performed by a Beijer Electronics or approved technician, and iii) to warranty the repair (all repairs carry a six month warranty.)

We understand this will cause a few issues for some customers who prefer to do their own repairs. This quality, service and spare parts arrangement has existed for years in other Beijer Electronics regions – Europe, Middle East, Africa, Asia and Pacific. It now applies to the Americas region which includes North America, Central America, South America and the Caribbean.

Thank you for your attention to this notification. Please contact your Regional Sales Manager or Inside Sales Representative if you have any questions or need assistance with this EOL notice and product replacement options.

Jeff Hayes
Product Management



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