

End-of-Support (EoS) Statement

for the thermal mass flow instruments of the red-y smart series 3, 4 and 4S

This notification serves as an official End-of-Support (EoS) announcement for the **red-y smart series version 3, 4 and 4S (sometimes also referred to as “smart 5”)**.

Except in a few customer specific cases, the last smart 4S have been produced in June 2013 and are now 10 years old. The current red-y smart series is the version 6, available since June 2012. All services and repairs for this version 6 remain available without restriction. See [red-y smart series](#).

Discontinuation of service for smart 3 (S/N < 110'000)

There are no more spare parts available for this device, also no more calibration service capability. Therefore, this device is now fully discontinued.



Note: this device can be recognised by its serial number < 110'000.

Limited service offering for smart 4, 4S (5)

Due to the limited availability of spare parts on these series, we have a limited repair and calibration service offering for these products (0 = repair / service not available anymore, 1 = repair / service available until further notice):

	Serial Number	Sensor	Electronic	Valve	Calibration
smart4	110'000 – 149'999	0	0	1	1
smart4S (5)	150'000 – 156'000	0	0	1	1

We can still provide valve replacement and calibration service for smart 4 and 4S. It is to be expected that these services are maintained as long as they are available for smart 6. Should this situation change in the future, we will inform you accordingly.

Should a device not function anymore because of a defective sensor or electronic, this device cannot be repaired anymore. We recommend in such case to replace the smart 4 / 4S by newer smart 6 units which are then fully supported.

Example smart 4:



V-Net connector

Note: recognisable to the V-Net connector on top of the unit, or via its serial number (110'000...149'999).



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Example smart 4S (5):



Note: this device can only be differentiated from a newer smart 6 via its serial number (150'000 ... 156'000).

Serial Numbers can usually be found on the typeplate or on the SUB-D connector or via our configuration software get red-y.

In case you are still using any of the above devices in your organisation, we recommend you to contact your regional sales manager or local distributor for further information.

Please share this information as needed within your company.

Thank you.

Muttenz, August 10, 2023

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