



Important Notice to our Customers

Product Change Notice 200403A

Date: April 3, 2020

Re: Rheocalc32 and Wingather32 software

To Our Valued Customers:

We appreciate your use of AMETEK Brookfield viscometers, rheometers, and software. The purpose of this notice is to inform you that Rheocalc32 and Wingather32 software will no longer be supported as of April 3, 2020.

PCN Type:

Notice of end of product life (EOL) requiring customers to migrate to an equivalent product for support or service requests after April 3, 2020.

Product(s) Affected:

Rheocalc32 and Wingather32 software

Customer Impact:

As of April 3, 2020, legacy Rheocalc32 and Wingather32 software will no longer be supported due to anticipated operating system changes that will affect compatibility with Windows 10. This software is only compatible with several legacy viscometers and rheometers, including the Programmable DV-II+, DV-II+, DV-I Prime, DV-III+, DV-III Ultra, and DV-II+ PRO. While integration with this software may be affected, these viscometers and rheometers can continue to operate in standalone mode.

Please visit the AMETEK Brookfield page at www.brookfieldengineering.com for more information on this and other laboratory viscometers, rheometers, and software, or contact AMETEK Brookfield for recommendations on alternate products. Please note that this notice does not affect currently available software, including RheocalcT, Rheo3000, and Wingather SQ.

Thank you for your continued support. If we can help you with any questions, please contact us online, call us at (508) 946-6200, or email us at MA-MID.ccs@ametek.com.

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