

Evolution of the Setsmart Brand

FAQ

1 Why is Setsmart suspending its operations?

The KEP Technologies Group has decided to gradually phase out the industrial control operations carried out under the Setsmart brand and refocus its resources on developing the Setaram and Setsafe brands.

2 Can I still start a new custom machine project with Setsmart?

No.

We will no longer undertake the design and manufacture of new custom-built machines.

3 Can I still order standard Setsmart equipment?

No, except for METRIX ONE (pneumatic column) for shipments to France, Switzerland, Germany, and the United States via our [e-commerce site](#).

Sales of other standard products are no longer available for new orders.

Equipment that has already been installed will continue to be fully supported for 3 years, that is, until December 31, 2028.

4 Is maintenance for my equipment covered?

Yes.

Maintenance and technical support for the instruments already installed are provided for a period of three years, that is, until December 31, 2028.

5 Will spare parts and consumables remain available?

Yes.

The spare parts and consumables required for the installed equipment will remain available for a period of three years, through December 31, 2028.

For our customers in France, Switzerland, Germany, and the United States, spare parts and consumables must be ordered directly through our [e-commerce site](#). For customers in other locations, please contact us at the following address: setsmart@kep-technologies.com.

6 Should I expect support to end abruptly?

No.

The transition is planned and managed. No abrupt halt is expected.

7 Is the KEP Technologies Group affected?

No.

This decision is part of a strategic realignment of the KEP Technologies Group. The group's other entities, such as the [Setaram](#) and [Setsafe](#) brands, are continuing their operations as usual.

8 Will my sales representative change?

If you need assistance with this transition, please contact us at the following email address: setsmart@kep-technologies.com.

9 What should I do if my equipment is critical to my production?

We will contact you directly to develop a transition plan.

If you do not receive a call from us, please contact us directly at the following email address: setsmart@kep-technologies.com so that we can develop a personalized support plan and outline the next steps if necessary.

10 Can I order parts to build up a preventive stock?

Yes.

Our teams can help you assess your needs to ensure business continuity. For our customers in France, Switzerland, Germany, and the United States, spare parts and consumables must be ordered directly through our [e-commerce site](#). For customers in other locations, please contact us at the following address: setsmart@kep-technologies.com.

1 1 Do the contractual warranties remain valid?

Yes. All contractual obligations are being fully met.

1 2 If I need more information, who should I contact?

To assist you with this transition, please contact us at the following email address: setsmart@kep-technologies.com



01/06/2026