

End of Product Life Cycle: Overview

Products reach the end of their Product Life Cycle for a number of reasons. These reasons may be due to market demands, technological innovation, or the products simply mature over time and are replaced by functionally richer technology. While this is an established part of the overall product life cycle, Entech recognizes that end-of-sale (EoS) and end-of-life (EoL) milestones often prompt customers to review the way in which such milestones impact future business planning. With that in mind, we have set out below Entech's end-of-life policy to help customers better manage their EoL transition and to understand the role that we can play in helping customers migrate to alternative Entech platforms and technology.

This End of Life Policy applies specifically to the Entech 7100A Preconcentrator. Unless otherwise stated, Entech products have an individual policy per product.

The general policy guidelines for the 7100A are:

1. Entech will provide 7 years of service parts and support following EoS (End of Sale). This date may be published, but customers are encouraged to ask on a product by product basis.
2. Generally, Entech will try to provide customers 6 months' notice of the affected product's end-of-sale date and/or the last day when the affected product can be ordered. This notice, along with those for other products, will appear on the Entechinst.com site at www.entechinst.com/eol-policies and we encourage you to visit this site regularly as it contains useful information regarding Entech's end-of-life programs.
3. Access to Entech's web support platform will be available 24 hours a day, seven days a week for a period of 7 years from the end-of-sale date for access to troubleshooting, manuals, videos and other support materials.
4. Spare or replacement parts for hardware will be available for a period of 7 years from the end-of-sale date. We will provide spare and replacement parts in accordance with our Service Agreements and Return Materials Authorization (RMA) process. Replacement parts cannot be guaranteed after EoL date and may be subject to price increases depending upon availability.
5. Software support will be as follows:
 - a. For the first year following the end-of-sale date, we will provide bug fixes, maintenance releases, work arounds, or patches for critical bugs reported via our ticketing system or support line.
 - b. After the first year -where available- we will provide critical bug fixes, maintenance releases, workarounds provided that operating system support is still available. Bear in mind that it may be necessary to use software upgrade releases to correct a reported problem. Software upgrades may come at a cost, unless a software subscription agreement is in place with Entech.
6. Service contracts created in the final year will be pro-rated and will end on the EoL date.

The end-of-life milestones and Entech commitments are presented in Table 1.

Table 1. Guidelines for EoL (End-of-Life) 7100A Preconcentrator					
Milestones	-6 months	Day 0	1 Years	6 Years	7 Years
End-of-Sale Notice	6-30-2011	End of Sale (12-31-2011)			
End-of-Life					12-31-18
Add or Renew Service Contracts				Service contracts after this time will be pro- rated and scheduled to end on EoL date.	
Hardware Replacement & Parts Support					End of Guaranteed Parts & Pricing
Application software maintenance critical updates and patches				End	