

PRODUCT END OF LIFE (EOL) NOTIFICATION

Notice Date: 25 August 2020

With effect from this notice date, as stated above, the **IRIS Smart Card Reader – SCR18U** has reached the end of its lifetime and will no longer be available for sale or purchase, and will also not receive any new enhancement nor feature.

Listed below are affected models and their corresponding part numbers:

No	Discontinued Products	Part Number
1.	SCR18U Smart Card Reader 	6000-0340

Milestones, Dates, and Definitions

The table below outlines **SCR18U** end-of-life milestones, dates, and definitions.

Milestone	Date	Definition
EOL announcement	25 Aug 2020	Notification sent out
End of Sale	31 Dec 2020	Product not available in the market after this date
Good Faith Support	31 Mar 2021	Product will continue to receive support with minor fixes & patches but will not receive any enhancement or new feature after this date.
End of Life	31 Dec 2021	Final date to receive and support the product. After this date, all support for the product has ceased, and the product is obsolete.

Replacement Products/Product Migration Pathway

IRIS remains committed to assisting and providing support to you to ensure that existing obligations are fulfilled and future application needs are met. Users of **SCR18U** are encouraged to migrate to new replacement devices – **SCR50U** or **SCR51U**.

Listed below is the suggested device replacement:

No	Replacement Products	Part Number
1.	SCR51U Smart Card Reader 	6000-5001
2.	SCR50U Smart Card Reader 	6000-5000



Terms and Conditions

1. All final purchase orders are Non-Cancellable, Non-Returnable (NCNR), and cannot be rescheduled.
2. No Return Materials Authorizations (RMAs) or Failure Analysis (FA) requests will be accepted after the End of Sale date stated above.
3. EOL products will not receive software feature updates or support for new operating systems but IRIS may provide, at its unilateral discretion, maintenance releases, patches, and/or hotfixes.
4. Product warranty will be valid for any unit purchased for up to 1 year past the purchase date. Standard warranties apply. All contractual warranties for the above-mentioned product/s will be respected in full.
5. Product repairs may be performed in accordance with customer-specific service plans and upgrade agreements as negotiated prior to EOL or for up to 1 year past the purchase date.
6. Product technical support will be provided for any units purchased for up to 1 year past the purchase date.
7. Product spare parts availability is not guaranteed, some components may be made obsolete by 3rd party vendors without advanced notice provided to IRIS. In the event a product requires replacement and the product is no longer available, IRIS will provide an option for a product of equal or greater value.

Contact Information

Should you have questions or concerns about the contents of this notification, please do not hesitate to contact IRIS Sales representatives via channels listed below:

Support	Contact Email	Contact Numbers
Sales & Distribution	sales@iris.com.my	+603-8996 0788
All other enquires	customerservice@iris.com.my	+603-8996 0446/0466/0454

Acknowledgement

Kindly acknowledge receipt of this notification by duly signing this notification and returning the signed copy to the IRIS representative who is assisting you.

Please note that failure to acknowledge receipt of this letter will not alter its terms.

I, _____ (name) of

_____ (company name) acknowledge receipt of this Product End of Life (EOL) Notification.

Signature Date: _____