

PRODUCT END OF LIFE (EOL) NOTIFICATION

Notice Date: 01 March 2020

With effect from this notice date, as stated above, the **IRIS IPT1000 Intelligent ePassport Terminal** 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	SCR Series' Devices	Part Number
1.	IPT1000 Intelligent ePassport Terminal	6001-0380



Milestones, Dates, and Definitions

The table below outlines **IPT1000** end-of-life milestones, dates, and definitions.

Milestone	Date	Definition
EOL announcement	01 Mac 2020	Notification sent out
End of Sale	01 Mac 2020	Product not available in the market after this date
Good Faith Support	01 Mac 2020	Product will continue to be supported with minor fixes & patches but will not receive any enhancement or new feature after this date.
End of Life	01 Mac 2020	Final date to receive and support the product. After this date, all support for the product has ceased, and the product is obsolete.

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. Products purchased after EOL notification **will be sold as-is**. No standard warranty, repairs and technical support will be given.
5. Product repairs may be performed in accordance with customer-specific service plans and upgrade agreements as negotiated prior to EOL.
6. 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 as negotiated prior to EOL.



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: _____