

PRODUCT END OF LIFE (EOL) NOTIFICATION

Notice Date: 7 March 2018

With effect from this notice date, as stated above, the **IRIS Smart Card Reader SCR21U** 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.	SCR21U Smart Card Reader with SAM slot	6000-0257

Milestones, Dates, and Definitions

The table below outlines **SCR21U** end-of-life milestones, dates, and definitions.

Milestone	Date	Definition
EOL announcement	7 March 2018	Notification sent out
End of Sale	30 March 2018	Product not available in the market after this date
Good Faith Support	1 June 2018	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	31 December 2018	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 After this date, all support for the product has ceased, and the product is obsolete.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 **SCR21U** are encouraged to migrate to the **SCR18U** of devices which are ruggedized and smarter than its predecessor.

Listed below are suggested device replacements:

No	SCR Series' Devices	Part Number
1.	SCR18U	6000-0340



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: _____