

PRODUCT END OF LIFE (EOL) NOTIFICATION

Notice Date: 1 January 2020

With effect from this notice date, as stated above, the **IRIS Bluetooth Biometric Card Reader Series** 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 the affected models and their corresponding part numbers:

No	Discontinued Products	Part Number
1.	BCR200BT	6000-0303 6000-0369 6000-0386 6000-0396 6000-0441
2.	BCR210BT	6000-0338
3.	BCR250BT	6000-0453

Milestones, Dates, and Definitions

The table below outlines **IRIS Bluetooth Biometric Card Reader Series** end-of-life milestones, dates, and definitions.

Milestone	Date	Definition
EOL announcement	1 January 2020	Notification sent out.
End of Sale	31 March 2020	Product not available in the market after this date.
Good Faith Support	30 June 2020	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 December 2020	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 After this date, all support for the product has ceased, and the product is obsolete.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.

If you need similar products, we can help you to identify and find the right products for your solution. Please do not hesitate to contact IRIS Sales representatives at sales@iris.com.my.

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: _____