

This policy provides information about the process for products that are discontinued or deemed end of life.

Published January 2023

## Product discontinuation and end of life

Because the technology market is fast paced and driven by change, there are times when Imetrum needs to revise its product strategy. As well as adding new products and technologies this unfortunately means we will sometimes discontinue products. Imetrum reserves the right to treat each product independently and agree to new or different terms with individual parties. Imetrum also reserves the right to supply suitable alternative components of equivalent or better specification.

### Notice period

When a product is discontinued, we will aim to provide 90 days, or otherwise reasonable notice, of the affected product's discontinuation or end of life date. Notices will be posted on Imetrum's support and resources portal under the *Product update* section: <https://support.imetrum.com/en/support/solutions>

### Hardware

Imetrum's Standard Warranty period is 12 months from the Customer's receipt of the Equipment. If a repair or replacement is required outside warranty there is the option for a chargeable repair or replacement, which is detailed within Imetrum's Repair Terms document. Where a repair or replacement is required for a discontinued product, Imetrum will make reasonable commercial efforts to procure equivalent components to complete the repair or replacement. Where this is not possible, a recommendation for upgrading to an alternative product will be provided.

Limited support for discontinued hardware will be available, subject to System configuration and use. Imetrum will investigate issues and provide solutions where appropriate, but this may be subject to the availability of components and suitable replacements. Support is available via Imetrum's support portal: <https://support.imetrum.com> and for discontinued products is provided on a reasonable efforts basis.

### Software

Support for software is available for the latest Major version of Video Gauge™. Limited support will also be available for the previous Major version of Video Gauge™, subject to System configuration and use. Imetrum will investigate issues and provide solutions where appropriate. Support is available via Imetrum's support portal: <https://support.imetrum.com> and for discontinued products is provided on a reasonable efforts basis.

### Product upgrades and replacements

All products reach their end-of-life cycle for a number of reasons, including technology innovation, product maturity and replacement functionality and market availability. For discontinued and end of life products Imetrum will recommend alternative products wherever possible. We offer an Upgrade Pathway for System Controllers which includes the latest Video Gauge™ software. Contact your usual Imetrum representative for more details.

Upgrading to the latest hardware and software will ensure users have the most up to date features that meet their measurement requirements.