



2016

UCLEAR Digital End-of-Life Policy

For various reasons, products will eventually reach their natural end of life – including new and better technologies being made available, marketplace changes, or source parts and technologies being no longer available. This is part of any technology product's lifecycle and it is UCLEAR Digital's goal to make this process as seamless as possible to our customers and partners and to provide as much visibility as possible into what can be expected during this process.

For hardware platforms, the following End-of-Life policy applies:

UCLEAR will provide 90-day notification prior to a product's end of sale, at which time the product will no longer be available for order.

UCLEAR will provide technical assistance for a period of 1 year following the End-of-Sale date, provided a valid proof of purchase is provided on the product.

Software will continue to be supported per the below software policy. In addition, the last feature release available on the hardware platform from End of Life will continue to be supported for the duration of the hardware End of Life support. Software support may include technical support, bug fixes, maintenance releases, workarounds, and patches for critical bugs.

Hardware replacement or replacement parts will be available for 1 year following the End-of-Sale date, provided a valid proof of purchase is provided for the product. At UCLEAR Digital's discretion, hardware may be replaced with similar or equivalent product.

For software products and releases, the following End of Life policy applies:

Software release HBC2.0 or after:

Major feature releases will be supported for 12 months.

The last minor feature release of a major release cycle will be supported for 12 months.

Support includes technical support, bug fixes, maintenance releases, workarounds, and patches for critical bugs.