

JTECH PRODUCTS END OF LIFE POLICY

JTECH is dedicated to the creation and delivery of high-quality products. To ensure continued innovation, JTECH periodically elects to discontinue specific products.

Reasons for discontinuing products vary, but may include the following: older technology, redundancy of products, market demand for the product no longer justifies maintaining product development or service, the product(s) has reached the end of its natural lifecycle and parts obsolescence.

DEFINITION SUMMARY

EOL Announcement Date – The date we announce End of Life. Announcement is made to all parties via company memo.

EOL Notification Period – Length of time we still sell new systems (goal 2 years for core items). This period will vary depending on volume of business through EOL.

EOL Date – Date we stop selling.

EOS Period – Length of time we service and sell replacements. No or limited new system sales. Goal is 2 years. Beyond that will be best effort to support.

EOS Date – Date service on the product ends. Goal is 2 years after EOL date. It will depend on ability to get parts as well as business volume.

