

End of Life (“EOL”) Announcement

Product Name: CLINiC-C-12X, 20X and 30X (Roomkit Plus codec)

Iron Bow announces the end-of-sale and end-of-support dates for the CLINiC-C Roomkit Plus with the 30X and 20X cameras. Customers with active service contracts will continue to receive support from the Iron Bow Client Support Center (CSC) as shown in Table 1 of this EOL announcement.

- Table 1 describes the end-of-life milestones, definitions, and dates for the affected product(s).
- Table 2 lists the product part numbers affected by this announcement.
- Table 3 identifies replacement products.

Table 1. End-of-Life Milestones and Dates

Milestone	Definition	Date
End of Sale Date	Last Sell date of affected items	July 14, 2025
End of Service Contract Renewal Date	The last date to renew a service contract for the product.	July 14, 2029
End of Active Support	After this date, all support services for the product are considered end of life, and no commitments are made to provide for phone support, repair service or replacement parts.	July 14, 2030

Notes on End of Life Support

- Customers must maintain continuous service contract coverage to retain full support on a product.
- Repair services are subject to component and service availability. Iron Bow will make efforts to ensure that components are available for repair and service of sold products for the duration of the expected service lifetime.
- Customers without a support contract can, at Iron Bow’s discretion, contract for repair parts or service on a time and material basis, subject to availability.

Table 2. Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description	Additional Information
CLINiC-CK-30X-B01 CLINiC-C-30X27-A01 CLINiC-C-20X27-TAA-A01 CLINiC-C-20X27-CFE-A01 CLINiC-C-12X27-B02-RF CLINiC-C-12X27-B02 CLINiC-C-12X27-B01	CLINiC Telehealth Base System – Cisco Roomkit Plus codec with 20x or 30x PTZ Camera	

Table 3. Replacement Part Number(s) released as part of this announcement

Replacement Product Part Number	Replacement Product Description	Additional Information
CLINiC-C3G-20X27-TAA-A01	CLINiC Telehealth System – TAA Compliant Cisco Roomkit EQ codec with 20x PTZ camera	Shipping Q2 2025
CLINiC-C3G-30X27-A01	CLINiC Telehealth System – Cisco Roomkit EQ codec with 30x PTZ camera	Shipping Q2 2025

For any questions related to this announcement, please contact Iron Bow Healthcare Solutions at 800-338-8866.