

End of Life (“EOL”) Announcement

Product Name: CLINiC-V Gen 2

Iron Bow announces the end-of-sale and end-of-support dates for the CLINiC-V Gen 2 with the 10x Optical/10x digital camera. 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	Sept 31, 2024
End of Service Contract Renewal Date	The last date to renew a service contract for the product.	Sept 31, 2028
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.	Sept 31, 2029

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.
- Extended warranties and RTF repairs may be obtained after the End of Support date at the discretion of Iron Bow.
- Warranty support applies to the mechanical maintenance of hardware, and does not imply applicability or compatibility with any operating systems, firmware or application software.

Table 2. Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description	Additional Information
CLINiC-V-10X24IR-B01 CLINiC-V-10X24IR-B02 CLINiC-VC-10X24IR-B03 CLINiC-VC-10XIR-A01 CLINiC-VC-10XIR-A02 CLINiC-VC-10XIR-EK-B03 CLINiC-VC-10XIRN-A01 CLINiC-VC-10XIR-EK-D01	Gen 2 CLINiC Telehealth Base System – PC codec	For Vidyo applications

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

Replacement Product Part Number	Replacement Product Description	Additional Information
CLINiC-W-xxx	CLINiC Telehealth System – PC with 10x camera and 24” monitor	For Windows applications
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For any questions related to this announcement, please contact Iron Bow Healthcare Solutions at 800-338-8866.