

End of Life (“EOL”) Announcement

Product Name: CLINiC-C-20X and 30X

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 | April 21, 2025 |
| End of Service Contract Renewal Date | The last date to renew a service contract for the product. | April 21, 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. | April 21, 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.