

# End of Life (“EOL”) Announcement

Product Name: CLINiC-V Gen 1

Iron Bow announces the end-of-sale and end-of-support dates for the CLINiC-V Gen 1 with the 12x and 30x 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 30, 2019
End of Service Contract Renewal Date	The last date to renew a service contract for the product.	Sept 30, 2023
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 30, 2024

### 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.

Table 2. Part Numbers Affected by This Announcement

<b>End-of-Sale Product Part Number</b>	<b>Product Description</b>	<b>Additional Information</b>
VIDYO-BASE-P01 CLINiC-V-12X-A01 CLINiC-V-30X-A01 CLINiC-V-30XIR-A01	Gen 1 CLINiC Telehealth Base System – PC codec	For Vidyo applications

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

<b>Replacement Product Part Number</b>	<b>Replacement Product Description</b>	<b>Additional Information</b>
CLINiC-V-10X24	CLINiC Telehealth System – PC with 10x camera and 24” monitor	For Vidyo applications
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For any questions related to this announcement, please contact Iron Bow Healthcare Solutions at 800-338-8866.