

# End of Life (“EoL”) Announcement

**Product Name: Cisco CLINiC with SX-20 codec (First Generation)**

Iron Bow announces the end-of-sale and end-of-support dates for the Cisco CLINiC with SX-20 Codecs. 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	Oct 31, 2019
End of Service Contract Renewal Date	The last date to renew a service contract for the product.	Oct 31, 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.	Oct 31, 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.

Table 2. Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description	Additional Information
CLINIC-C-8X-A01	CLINiC Telehealth Base System - Cisco SX-20 codec with 8x PTZ Camera	
CLINIC-C-12X-A01	CLINiC Telehealth Base System - Cisco SX-20 codec with 12x PTZ Camera	
CLINIC-CK-30X-A01	CLINiC Telehealth Base System - Cisco SX-20 codec with 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-C-12X27-B01	CLINiC Telehealth Base System - Cisco RoomKit+ codec with 12x PTZ Camera	-

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