

Image Sensing Systems End-of-Life Policy – RTMS

Image Sensing Systems (ISS) realizes the need for durability and long-life design in traffic control products. All of our products are designed with a design life of 10 years. With this in mind, we follow an End-of-Life Policy which includes an End-of-Sale first, followed later by an End-of-Support. It is the goal of ISS to support our products for as long as possible after they have been discontinued and announced as End-of-Sale.

Products reach the end of their Product Life Cycle for a number of reasons. These reasons may be due to market demands, technology innovation and development driving changes in the product. Over time, certain components from suppliers become unavailable and make it impossible to provide some products.

In order to help our customers manage End-of-Life transitions, including any implications for support, and to understand the role that Image Sensing Systems can play in helping to migrate to alternative ISS platforms and technology, we developed the following standard guidelines for products reaching the End-of-Life phase of the life cycle. Please see the sections below for more details. These guidelines may be revised from time to time at the sole discretion of Image Sensing Systems.

End-of-Sale: The date after which the product is no longer offered for sale. Additionally, at this time, new software features or functionality and hardware components¹ will no longer be developed by Image Sensing Systems.

End-of-Life: Image Sensing Systems will no longer support hardware repairs or address software defects for stated system version. However, it is often our expectation that the products may continue to work in installations and Image Sensing Systems will continue to offer technical support. Other backwards compatible or replacement products will be available until the End-of-Technical Support date.

End-of-Technical Support: The date where the product will no longer be supported and is considered entirely obsolete. Once obsolete, the product is not sold, manufactured, improved, repaired, maintained, or supported.

The general policy guidelines are:

1. As a general rule, ISS will provide six (6) months' notice of the affected product's End-of-Sale date and/or the last day when the affected product can be ordered.
2. Access to ISS' technical support center will be available during normal business hours in North America and Europe for a period of ten (10) years from the End-of-Sale date for hardware and operating system software.
3. ISS strives to have components or replacement parts available to repair the product for a period up to 5 years beyond purchase date, but reserves the right not to perform repair subject to ongoing supply availability from component suppliers, design changes, and scope of repairs. ISS will provide service and parts in accordance with our standard Return Materials Authorization (RMA) process.
4. The goal of ISS is to offer backwards compatible products for a 10-year period. If parts/repairs are not available after the End-of-Sale, ISS may offer to substitute like products or compatible parts at the discretion of ISS.
5. Software support per the terms of the specific End-User-License Agreements and Software Maintenance Contracts must be under a valid and paid software service agreement. Once a product is past End-of-Sale, no further software development efforts are guaranteed.

The End-of-Life milestones and ISS commitments are presented in Table 1:

Table 1. Standard Guideline for End-of-Life Milestones

Milestone	Date
End-of-Sale Notice	At least 6 months prior to End-of-Sale date
Parts Availability ¹	Up to 5 years after End-of-Sale date
Replacement or backwards compatible products available	Up to 10 years after End-of-Sale date
Customer Service and Support of HW & Software Systems	Up to 10 years after End-of-Sale date

ISS support policies for new and discontinued products are presented in Table 2:

Table 2. End-of-Life Milestones and Dates for Obsolete, No Longer Sold and New Products

Product	Warranty	Design Life	End-of-Sale Date	End-of-Life Date ¹	End of Technical Support Date ³	Recommended Successor Product
RTMS X3	2 years from date of shipment	10 years	1-Nov-11	31-Dec-16	31-Dec-16	RTMS Sx-300 variants
RTMS K4	2 years from date of shipment	10 years	1-Nov-11	15-Sept-17	15-Sept-17	RTMS Sx-300 variants
RTMS G4 Serial # < 15000	2 years from date of shipment	10 years	30-Jun-13	15-Dec-17 ^{1,2}	30-Jun-18	RTMS Sx-300 variants
RTMS G4 Serial # > 17000	2 years from date of shipment	10 years	31-July-15	31-July-20 ^{1,2}	31-July-20	RTMS Sx-300 variants
RTMS Sx-300 Product Ship Date < Jan 1, 2019	5 years from date of shipment	10 years	N/A	5 years after End-of-Sale ¹	10 years after End-of-Sale	N/A
RTMS Sx-300 Product Ship Date > Jan 1, 2019	3 years from date of shipment					

¹ ISS will make best effort to have parts available or backwards compatible products. ISS strives to have spares or replacement parts available for purchase for a period up to 5 years beyond purchase, subject to ongoing supply availability from component suppliers. Repair charges are applicable for all out-of-warranty repairs. ISS cannot guarantee all electronic components and spare parts will be available for the support period. However, during the time frame outlined above, ISS reserves the right, at its sole discretion, to substitute like products or components that provide the similar functionality.

² As of July 31st 2019, ISS is no longer capable of repairing RTMS G4 products.

³ Phone and email support is available through End-of-Technical Support. Contact ISS for on-site support options.

This policy dated February 12, 2020 supersedes any previous statements or policies issued by ISS.