

Eddyfi's End-Of-Life (EoL) Policy

Eddyfi Canada Inc. and its affiliates ("Eddyfi") are dedicated to the creation and delivery of high-quality products. To ensure continued innovation, Eddyfi may periodically elect to discontinue certain products or components. Reasons may include new advancements in the industry rendering the product obsolete, market demand no longer justifies development resources required to maintain the product, or the product has reached the end of its technology lifecycle.

To assist customers in a seamless transition process and to help them migrate to alternative Eddyfi solutions, Eddyfi provides this End-of-Life policy.

Definitions

"EoAL" means the End of Active Life of a product.

"EoL" means the End of Life of a product.

Policy

- Eddyfi's discontinuation of a product will generally begin with an EoAL announcement on its website. This means that the product has been removed from Eddyfi's price lists and is no longer available for purchase.
- When the EoAL date is reached, support for the applicable product shifts. The product begins a transition period during which instrument calibrations and repairs continue to be offered (when applicable) on a best-commercial effort basis, until it reaches its EoL.
- Eddyfi will continue to support EoAL products covered under an active Hardware Maintenance Plan or Software Subscription Agreement until the EoL date. However, once EoL is reached, Eddyfi will no longer provide any support for the product including calibrations, part replacements and bug fixes. As such, Eddyfi recommends that its customers begin moving to alternative Eddyfi products during the transition period.
- With regards to custom made products, there will be no specific EoAL announcement. However, the EoL of a custom product would typically be the same as the Eddyfi generic product on which it is based.

Here are general guidelines for the discontinuation of sales and support for Eddyfi products:

- Eddyfi may provide EoAL notification to customers within the News and Product Notifications sections of its website as well as through a targeted campaign to all owners of the product.
- When announcing EoAL of a product, Eddyfi will determine if any renewal restrictions will be placed on Hardware Maintenance Plans and Software Subscription Agreements.
- The EoL date is typically set between five to ten years post EoAL date. Eddyfi will comply with ongoing legal duties as required by local laws (client's location) to support products on a time and material basis.
- Eddyfi Limited Warranty is unaffected by product status changes. Subject to the foregoing, all support terminates for the applicable product at EoL date.
- With regards to software, customers will continue to have access to the latest release of software for maintenance corrections for the duration of the Eddyfi Limited Warranty or their Software License Agreements. Enhancements are discontinued at EoAL date. Software bug fixes for EoAL products are reduced to maintenance releases for severe software issues only. If new versions of Eddyfi software are released, they will not be made available for EoAL or EoL products. All bug fixes cease for the applicable product at EoL date.

The above policy is a general policy that may vary among Eddyfi products.