

31 March 2025

Subject: End of Active Life – Crystal Cam Epoxy Sapphire Camera

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To whom it may concern,

The purpose of this communication is to announce and inform our customers about the *end-of-active-life* for the Crystal Cam Epoxy Sapphire Camera. This product has been in the field for numerous years and has proven to be reliable and trusted by companies worldwide. However, due to increasing problems sourcing parts for production, the product is entering the *end-of-active-life* phase of its product life cycle.

The Epoxy Sapphire camera is not serviceable due to the design and sealed epoxy construction. These cameras will no longer be manufactured beyond the *end-of-life* date.

Eddyfi Robotics has replaced the epoxy Crystal Cam Sapphire camera with a metal shelled Auxiliary camera with similar functionality. In some cases, software updates may be required to support the firmware of the Auxiliary camera. Minor mounting changes may be required due to some physical differences between the Auxiliary camera and the Sapphire epoxy camera.

We hope this information helps you plan and initiate any further actions required for your equipment. Please feel free to contact your local sales representative or [sales@eddyfi.com](mailto:sales@eddyfi.com) for questions you may have; or to learn more about new systems and how they can be integrated in your facilities.

Regards,



Craig Senych  
General Manager, Eddyfi Robotics

Product	End of Life Date	Replacement
Crystal Cam Sapphire Camera	April 30 <sup>th</sup> , 2025	Auxiliary Metal Shell Camera