

ERA

ERA END OF LIFE POLICY

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VERSION HISTORY

Version Number	Implemented By	Revision Date	Approved By	Approval Date	Description of Change
1.0	Gary Awoyemi	10/09/2019	Kevin Spencer	10/01/2019	Initial document



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INTRODUCTION

Purpose of The End of life document

The overall objective of ERA End of Life Policy and document is to communicate important milestones to help customers and suppliers understand the impact of product end of life and understand the applicable timelines and manage product transition.

This communication is handled on a product-by-product basis via an End of Life Notification (EOLN) and the communication will be posted in the dedicated space in our FAQs on www.erahimesecurity.com

ERA END OF LIFE POLICY

The following policy items apply to all ERA products, software and services:

ERA may choose to announce the end-of-sale and end-of-support dates for its products at any time.

ERA works with its customers to ensure continuity of business when announcing the end-of-sale or end-of-support dates for its products.

Notifications and reminders to customers for end-of-support begin approximately six months prior to the end-of-support date.

Hardware end-of-life policy

The following items apply to ERA hardware products:

Hardware is supported for up to 2 years (24 months) from the purchase date

ERA will not generate quotes for hardware models after 6 months of model end-of-sale date.

When a hardware model has reached end-of-support, spares, replacement parts, and customer and software support for the hardware are no longer available.

Software Updates for models are not available after the end-of-support date.



SUMMARY OF KEY MILESTONES

Milestone	Definition	Date
End of Life Notification	The date announcing the end of order through End of Support	14 days
End of Order	The last day to order the product	Approximately 6 months after End of Life Notification
End of Life period	The Last day at the End of Support	Approximately 2 years after End of order
End of Software Support	The Last day to offer Software support on this Product	Approximately 6 months after End of Order Notification
End of Support	The Last day to receive contractual service or support for this product. After this date, only limited and non-formal support will be offered on a per-incident, non-contractual basis, at the sole discretion of ERA	At the discretion after End of Life period



DEFINITIONS

End-of-life date

The last day that a product is supported according to terms of ERA terms and conditions.

End-of-life period

The period of time beginning with the day ERA announces a product will be discontinued or a new version is released until the last date that the product is formally supported by ERA. Generally, once the end-of-life period begins, enhancements are not made; only security fixes are available.

End-of-sale date

The date when a product is no longer available for purchase from ERA or its authorized resellers. This date also establishes the end-of-life date for hardware and some software product lines.

End-of-support

Access to maintenance, remote monitoring and the ERA Customer Champion Team is no longer available. Patches, bug fixes, repair actions, and parts replacements are no longer available to products that have reached end-of-support. All hardware reaches end-of-support when non-renewed, or at the end of year five (60 months beyond purchase date), whichever is first.

Hardware

Equipment (including its physical components) purchased from ERA or an ERA-authorized agent.

product

Any good or service produced or provided by ERA.

Purchase date

The date that an order for hardware was processed by ERA.