

10/19/2018

Notice for End of Life: ZMicro IDS 24" Rugged Display

Model(s):

- IDS24EM-W2AC-001

Dear Valued Customer,

Please accept this letter as an official notification regarding the discontinuation of the **ZMicro IDS 24" Rugged Display** referenced above.

These products are being discontinued for the following reasons:

- Discontinuance of COTs LCD Module required component for manufacturing.

Please observe the following dates:

- Notification Date: **10/19/2018**
- Last time Buy: **N/A. Please contract your ZMicro Sales Representative to transition to a newer ZMicro display product.**
- End of life: **10/19/2018**
- End of Service date: **4/29/2019**

The recommended replacement for this item is the:

- **ZMicro IDS 24" Rugged Display w/ revised COTs LCD Module.**

Please consult your ZMicro Sales Representative for additional details, warranty provisions or alternate products to transition to.

End of Life Warranty Statement

The **ZMicro IDS 24" Rugged Display** referenced above will be reaching end of life as of 10/19/2018. All shipments of this product will be permanently discontinued following the EOL date.

After 10/19/2018 ZMicro will honor product replacement requests covered by their existing warranty as long as inventories last. At any point in time, warranty requests may be processed as a prorated credit to the customer or an equivalent item may be substituted. In cases where ZMicro is unable to inform or follow the sequence of dates from Notification through End of Service due to unavoidable circumstances, customer requests will be processed based on first come first serve basis.

Customers should continue to contact ZMicro technical support to report defective products and to receive a Return Materials Authorization or on-site service. All other terms and conditions of ZMicro's warranty remain unchanged.