

04/8/2020

Notice for End of Life: ZMicro Orion 23.8" 4K Rugged Display

Model(s):

Display		
UDP24AR-K2MC-574		

Dear Valued Customer,

Please accept this letter as an official notification regarding the discontinuation of **ZMicro Orion 23.8" 4K Rugged Display** referenced above.

These products are being discontinued for the following reasons:

- COTs LCD Obsolescence required to manufacture.

Please observe the following dates:

- Notification Date: **04/8/2020**
- Last time Buy: **06/15/2020**. Please contact your ZMicro Sales Representative to submit orders or transition to a newer ZMicro Rugged Display product.
- End of life: **6/30/2020**
- End of Service date: **12/31/2020**

The recommended replacement for this item is the:

- ***Alternate ZMicro Rugged Display.***

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

End of Life Warranty Statement

The **ZMicro Orion 23.8" 4K Rugged Display** referenced above will be reaching end of life as of 6/30/2020. All shipments of this product will be permanently discontinued following the EOL date.

After 12/31/2020 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.