

04/18/2023

Notice for End of Life: ZMicro Insight System

Model(s):

PN
VPE-1000DC-002

Dear Valued Customer,

Please accept this letter as an official notification regarding the discontinuation of the **ZMicro Insight Video Enhancement Product** referenced above.

These products are being discontinued for the following reasons:

- Component obsolescence & product model phase out.

Please observe the following dates:

- Notification Date: **04/18/2023**
- Last time Buy: **N/A. Please contact your ZMicro Sales Representative to transition to a newer ZMicro Video Enhancement product.**
- End of life: **4/18/2023**
- End of Service date: **04/18/2023**

The recommended replacement for this item is the:

- ***Alternate ZMicro Video Enhancement Product.***

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

End of Life Warranty Statement

The **ZMicro Insight System** referenced above will be reaching end of life as of 04/18/2023. All shipments of this product will be permanently discontinued following the EOL date.

After 04/18/2023 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.