

7/18/2023

Notice for End of Life: ZMicro, Inc. IDS Series Displays & Accessories

Model(s):

| | | |
|------------------|------------------|--------------------|
| IDS-MNT-17HU19 | IDS17TR-S2AC-002 | IDS24AR-W2AC-515 |
| IDS-MNT-17MH19 | IDS17TR-S2AC-004 | IDS24AR-W2AC-515P |
| IDS-MNT-17MH19V2 | IDS21AR-U2AC-002 | IDS24AR-W2AC-518 |
| IDS-MNT-17ST19 | IDS21AR-U2AC-004 | IDS24AR-W2AC-518P |
| IDS-MNT-21.3HU19 | IDS21AR-U2MC-532 | IDS24AR-W2DDAC-001 |
| IDS-MNT-21ST19 | IDS21EM-U2DC-502 | IDS24EM-W2AC-529 |
| IDS-MNT-24HU19P | IDS21TR-U2AC-002 | IDS24TP-W2AC-008 |
| IDS-MNT-24ST19 | IDS21TR-U2AC-004 | IDS24TP-W2AC-008P |
| IDS17AR-S2AC-002 | IDS24AR-W2AC-002 | |
| IDS17AR-S2AC-004 | IDS24AR-W2AC-004 | |

These products are being discontinued for the following reasons:

- Component obsolescence & product family phase out.

Please observe the following dates:

- Notification Date: **7/18/2023**
- Last time Buy: **10/31/2023**
- End of life: **10/31/2023**
- Final Acceptance of Deliveries: **5/30/2024**
- End of Service date: **1/15/2024**
- Note regarding End of Service date: During the six-month period between the EOL and EOS date there is a possibility that parts required for repair may not be available from our suppliers. The unit can be returned to ZMicro, Inc. Customer Service under RMA for an evaluation to determine the repairability of EOL products. Please consult with the ZMicro, Inc. Customer support team for more details.

The recommended replacement for this item is the:

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

End of Life Warranty Statement

The ZMicro, Inc. IDS Series Displays & Accessories *referenced above* will be reaching end of life as of 10/31/2023. All shipments of this product will be permanently discontinued following the EOL date.

After 10/31/2023 ZMicro, Inc. 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, Inc. technical support to report defective products and to receive a Return Materials Authorization or on-site service. All other terms and conditions of ZMicro, Inc. warranty remain unchanged.