

8/15/2024

Notice for End of Life: ZMicro, Inc. Insight Products

Model(s):

| Insight Models |
|----------------|
| VPE-1000DC-001 |
| VPE-1000DC-003 |
| VPE-1000DC-004 |
| VPE-1000DC-005 |
| VPE-1500DC-003 |
| VPE-1500DC-004 |

Dear Valued Customer,

Please accept this letter as an official notification regarding the discontinuation of the ZMicro, Inc. **Insight** models referenced above.

This product is being discontinued for the following reasons:

- End of life power supply components.

Please observe the following dates:

- Notification Date: **8/15/2024**
- Last time Buy: **8/15/2024**
- End of life: **8/15/2024**
- End of Service date: **2/15/2025 (or at expiration of existing warranty)**
- 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:

- ZMicro, Inc. **alternate Insight products**

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. **Insight models referenced above** will be reaching end of life as of **8/15/2024**. All shipments of this product will be permanently discontinued following the EOL date.

After **8/15/2024** 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.