

11/11/2024

Notice for End of Life: ZMicro, Inc. ZX1's, ZX2's and ZM3's utilizing NVIDIA RTX A4000 GPU

Model(s):

ZX1	ZX2	ZM3
ZX14DC-X12SPW-734	ZX3CAC-X13DEI-792	ZM3-C7316-XDC-555
ZX14DC-X12SPW-738		ZM3-C7316-XDC-548
ZX14DC-X12SPW-778		ZM3-C7316-ZDC-550
ZX14DC-X12SPW-741		ZM3-C7316-XDC-551
ZX14DC-X12SPW-743		ZM3-C7316-XDC-559
ZX14DC-X12SPW-774		ZM3-C7308-ZDC-562
ZX14DC-X12SPW-796		ZM3-C7316-VDC-569
		ZM3-C7332-ZDC-557
		ZM3-C7332-WDC-553
		ZM3-C7316-XDC-560
		ZM3-C7308-ZDC-554

Dear Valued Customer,

Please accept this letter as an official notification regarding the discontinuation of the ZMicro, Inc. **ZX1's, ZX2's and ZM3's utilizing NVIDIA RTX A4000 GPU** models referenced above.

This product is being discontinued for the following reasons:

- **End Of Life from Manufacturer**

Please observe the following dates:

- Notification Date: **11/11/2024**
- Last time Buy: **11/18/2024**
- End of life: **11/18/2024**
- End of Service date: **5/11/2025**
- 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. **ZX1's, ZX2's and ZM3's utilizing NVIDIA RTX A4000 GPU models referenced above** will be reaching end of life as of 11/18/2024. All shipments of this product will be permanently discontinued following the EOL date.

After 11/18/2024 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.