

Product Change Notice (PCN)

PCN Number: 26-00146-W

Date: 06/03/2025

Subject: Orion UDP 21.3" Obsolescence Notice

Model(s) Affected: UDP21AR-U2AC-AF0

Dear Valued Customer,

This notice serves to inform you that the Orion UDP 21.3" is being discontinued due the ZMicro Gen 3 (core video controller) obsolescence. ZMicro can no longer produce additional controllers to support the manufacture of this product. As a result, any display models incorporating the ZMicro Gen 3 controller will also face obsolescence. ZMicro is actively evaluating alternative components to maintain compatibility with products affected above. Initial recommendations include:

UDP21AR-U2AC-638 (ZMicro Kheiron based video controller). *Model UDP21AR-U2AC-638 intends to maintain consistent mounting, I/O, and save approximately 14 lbs. per display compared to the previous model UDP21AR-U2AC-AF0*

All current orders for model *UDP21AR-U2AC-AF0* are not affected, will continue as planned, and continue with the standard warranty period.

We recommend you consider one of the following actions:

Recommended Actions

1. Do Nothing

- If no action is taken, display model UDP21AR-U2AC-AF0 will be rendered obsolete after all current place purchase orders are transacted. Future upgrades or support may not be available for these models after inventories have been depleted.

2. Upgrade to the Suggested Replacement

- To ensure continued compatibility and access to advanced features, ZMicro is actively working on a replacement for the UDP21AR-U2AC-AF0. This change may transition to a new display generation utilizing ZMicro's Kheiron architecture. Contact our sales team to receive more information regarding our Kheiron video controller and its capabilities. Our engineering team can support customers in testing these alternatives to ensure minimal disruption.

Next Steps

Please contact your account representative or our sales department to discuss your preferred course of action.

Thank you for your attention to this matter. We are committed to supporting your business needs and ensuring a smooth transition.

Key Dates

- Last Time N/A
- End of Life: **6/30/2025***
* End of Life only applies to model(s) affected above that are not actively transitioned to suggested alternatives.