

## Carlson EOL/EOS Notification of Intent

### **EOL Title:**

C-ALS MK3 STANDARD & GYRO End-of-Life (EOL) End-of-Service (EOS) Notification of Intent.

### **Carlson EOL/EOS Notification:**

EOL/EOS Notification for LMD Mining Product C-ALS MK3 (Cavity Auto-Scanning System) Product code A-5913-0001, A-5913-0002, A-5913-0180 and A-5913-0007.

**Effective Date: 4<sup>th</sup> July 2023**

Dear Customer,

Carlson is announcing the End of Life and Service discontinuation of the following product: ***Cavity Auto-Scanning System Product Code A-5913-0001, A-5913-0002, A-5913-0180 and A-5913-0007.***

To help you discern market changes and adapt to technology development and innovation, Carlson announces this milestone on this legacy mining product and is happy to introduce C-ALS HD, which benefits from an enhanced new design and features. Carlson hopes that this announcement is helpful for you in planning your future business, and Carlson recommends you consider this new product release to enjoy Carlson's high-level Service.

- Table 1: describes the end-of-life milestones, definitions, and dates.
- Table 2: lists the product part numbers affected by this notification.
- Table 3: lists the firmware and software compatibility versions of the replacement products.

### **Replacement Product:**

The new C-ALS HD (Cavity Auto-Scanning System) has all the benefits of an integrated HD Camera. High Definition, C-ALS® HD, is equipped with a hi-definition nosecone camera with a 874-lumen daylight payload. When coupled with the new slip ring cable drum, the C-ALS HD user can now deploy the system more efficiently and quickly than the traditional spool-only cable configurations that required the deployable length of cable to be unspooled before connecting the system to it.

**Table 1: End-of-Life Milestones**



Milestone	Definition	Date
End of Life notification	Product Support Notification released that announces the end of life of a product.	4th July 2023
Last Service date	Intended last day to request an RMA for the product; thereafter, products and services are removed from service price lists.	Five years from the End-of-Life notification date (Subject to component availability)
	Last date of warranty coverage for products serviced after the EOS date.	One year after receipt of new equipment on or before the EOL date  Three months after receipt of customers' returned equipment after an RMA on or before the EOL date. (Applies to repaired/serviced parts only)

**Table 2: EOL Product Accessories**

Legacy Part Numbers	Replacement Part Numbers	Description
*A-5913-0208	DISCONTINUED	C-ALS 5m CONTROL TEST CABLE
*A-5913-0209	DISCONTINUED	55m C-ALS Cable
*A-5913-0210	DISCONTINUED	105m C-ALS Cable
*A-5913-0211	DISCONTINUED	155m C-ALS Cable
*A-5913-0212	DISCONTINUED	205m C-ALS Cable
*M-5913-0242-01-A	DISCONTINUED	C-ALS PROBE TRANSIT CASE
*A-5913-0008	DISCONTINUED	C-ALS SURFACE UNIT

\* Excess stock may be available beyond EOL but cannot be guaranteed.\*

**Table 3: Firmware & Software Compatibility of Replacement Products**

Product	Supported firmware Versions	Supported Software Versions
(DISCONTINUED PRODUCTS)	Probe Vertical Controller	Carlson Scan >1.3.6
*A-5913-0001 STANDARD SYSTEM	F-5913-3010-xx	
*A-5913-0007 GYRO SYSTEM	Probe Horizontal Controller	
*A-5913-0180 PROBE ONLY, GYRO	F-5913-3000-xx	
*A-5913-0002 PROBE ONLY, STANDARD	Probe Gyro	
*A-5913-0008 SURFACE UNIT	F-5913-3020-xx	
	Laser Module	
	combined v2_21	
	Surface Unit	
	Cals_suface_3v4	
(NEW REPLACEMENT PRODUCT)	Supported firmware Versions	Supported Software Versions
*A-2206-0001 HD SYSTEM	Probe Vertical Controller	Carlson Scan >1.7.14
*A-2206-0300 PROBE ONLY, HD	F-2206-3010-x.x.x.x	
*A-2206-0100 SURFACE UNIT	Probe Horizontal Controller	
	F-2206-3000-x.x.x.x	
	Probe Gyro	
	F-2206-3020-x.x.x.x	
	Laser Module	
	combined v2_21 (Unaltered)	
	Surface Unit	
	Cals_suface_3v4 (Unaltered)	

As part of the Carlson EOL notification program, this notice serves as formal communication of Carlson's intent to perform a Manufacture Discontinue (MD) of the products listed above.

**\*\*End of Service Definition –** This notice serves as formal communication of Carlson's intent to end the Service of the product noted. No further support will be provided once the End-of-Service (EOS) timeline is reached, except for those customers with a valid warranty or contract extensions. Carlson will maintain limited spares and support capability throughout the life of all contracts currently in place.

For more information, please contact your local distributor or Carlson sales representative.

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