

Carlson EOL/EOS Notification of Intent

EOL Title:

CABLED BORETRAK® 35m and 65m SYSTEM End-of-Life (EOL) End-of-Service (EOS) Notification of Intent.

Carlson EOL/EOS Notification:

EOL/EOS Notification for LMD Mining Product CABLED BORETRAK® 35m and 65m (borehole-deviation surveying system) Product code A-5919-0111 and A-5919-0130.

Effective Date: 1st May 2020

Dear Customer,

Carlson is announcing the End of Life and Service discontinue of the following product: **CABLED BORETRAK® 35m and 65m (borehole-deviation surveying system) Product code A-5919-0111 and A-5919-0130**

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

Table 1: Product, firmware and software compatibility


Product	Supported firmware Versions	Supported Software Versions
CABLED BORETRAK® SYSTEM Product codes A-5919-0111/A-5919-0130 (DISCONTINUED PRODUCT) 	V1.21 hex	Boretrak Mobile Android > Boretrak Viewer Software >

Table 2: End of Life Milestones

Milestone	Definition	Date
End of Life notification	Product Support Notification released that announces the end of life of a product.	1 ST May 2020
Last Service date	Intended last day to request an RMA for the product, Thereafter, products and services are removed from service price lists.	Two Years from End of Life notification date (Subject to component availability')
End of warranty service	Last date of warranty coverage for products serviced after EOS date.	One year after receipt of new equipment on or before the EOL date
		3 months after receipt of customers returned equipment after an RMA on or before the EOL date (Applies to repaired/serviced parts only)

Table 3: EOL'd Product OPNs

Legacy Part Numbers	Replacement Part Numbers	Description
*A-5919-0103	DISCONTINUED	CABLED BORETRAK PROBE & 35M CABLE ONLY
*A-5919-0104	DISCONTINUED	CABLED BORETRAK SURFACE LOGGER
*A-5919-0106	DISCONTINUED	CABLED BORETRAK CALIBRATION JIG
*A-5919-0107	DISCONTINUED	CABLED BORETRAK WEIGHTED EXTENSION
*A-5919-0105	DISCONTINUED	CABLED BORETRAK DOWNLOAD CABLE
*A-5919-0110	DISCONTINUED	CABLED BORETRAK TRANSIT CASE
*A-5919-0109	DISCONTINUED	LIGHTWEIGHT TRIPOD WITH SOFT CARRY CASE

* Excess stock may be available beyond EOL but cannot be guaranteed'

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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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