

## Carlson EOL/EOS Notification of Intent

**EOL Title:**

Merlin LT End-of-Life (EOL) End-of-Service (EOS) Notification of Intent.

**Carlson EOL/EOS Notification:**

EOL/EOS Notification for LMD Vessel-based LIDAR system.


**Effective Date: 1<sup>st</sup> January 2021**

Dear Customer,

Carlson is announcing the final termination of hardware and software support of the following product: **Merlin LT System. Product Code: A-0218-0010.**

- Table 1. lists the Product(s).
- Table 2: describes the end-of-life milestones, definitions, and dates

**Table 1: EOL Product**

Product	
Merlin LT Product code: A-0218-0010	(DISCONTINUED PRODUCT) 

**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 <sup>ST</sup> January 2021
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)

As part of the Carlson EOL notification program, this notice serves as formal communication of Carlson’s intent to perform a Final 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.

**Carlson EMEA BV UK**

Laser Measurement Devices  
Halifax House/Unit 2  
Tockwith  
York, YO26 7QP  
01423 369240  
[lasermeasurement@carlsonsw.com](mailto:lasermeasurement@carlsonsw.com)

**Carlson Software Australia Pty Ltd**

APAC LMD Sales and Service  
43 Stubbs Street  
Kensington, Victoria  
Australia 3031  
Tel: +61 3 9021 0861  
[lasermeasurement@carlsonsw.com](mailto:lasermeasurement@carlsonsw.com)

**Carlson Software Inc.**

Laser Measurement Devices  
11 Rosemount Ave., Unit 100  
Ottawa ON, K1Y 4R8  
606-564-5028 (p)  
[lasermeasurement@carlsonsw.com](mailto:lasermeasurement@carlsonsw.com)