

## Carlson EOL/EOS Notification of Intent

**EOL Title:**

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

**Carlson EOL/EOS Notification:**

EOL/EOS Notification for LMD Mapping and Marine Full Merlin System.


**Effective Date: 1<sup>st</sup> June 2020**

Dear Customer,

Carlson is announcing the final termination of hardware and software support of the following product: **Full Merlin System. Product Code: A-5911-0300 and Secondary Merlin System Product code: A-9931-0202.**

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

**Table 1: EOL Product**

| Product   |  |
|---|--|
| Full Merlin System Product code:<br>A-5911-0300<br><br>Secondary Merlin System Product Code:<br>A-9931-0202 | (DISCONTINUED PRODUCT)<br><br> |

**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> June 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<br>(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.

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