

Carlson EOL/EOS Notification of Intent

EOL Title:

Void scanner MK4 End-of-Life (EOL) End-of-Service (EOS) Notification of Intent.

Carlson EOL/EOS Notification:

EOL/EOS Notification for LMD Mining Product VS150 MK4 (cavity monitoring system) Product code A-5914-0009 and A-5914-0010.

Effective Date: 4th November 2019

Dear Customer,

Carlson is announcing the End of Life and Service discontinue of the following product: **Void Scanner cavity monitoring system Product code A-5914-0009 and A-5914-0010.**

To help you discern market changes and adapt to technology development and innovation, Carlson announces this milestone on this legacy mining product and are happy to introduce Void Scanner VS+ that benefits an enhanced new design and features. Carlson hopes that this announcement is helpful for you to plan your future business. Carlson recommends you consider this new product release to enjoy Carlson 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 Void Scanner + (cavity monitoring system) **Product Code A-5914-0840** comes with all the benefits of integrated Wi-Fi connectivity and a built-in rechargeable lithium power supply reducing the need for redundant accessories and cables. This will ensure faster and simpler setup and deployment methods during mine operations.

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.	4 TH November 2019
Last Service date	Intended last day to request an RMA for the product, Thereafter, products and services are removed from service price lists.	5 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 2: EOL'd Product OPNs

Legacy Part Numbers	Replacement Part Numbers	Description
*A-5914-0102	DISCONTINUED	VOID SCANNER INTERFACE BOX
*A-5914-0204	DISCONTINUED	VOID SCANNER RS232 SERIAL DATA CABLE DB9
*A-5914-0201	DISCONTINUED	13.6m DATA / POWER CABLE
*P-CA82-0066	DISCONTINUED	USB TO SERIAL ADAPTER
*A-5914-0208	DISCONTINUED	AC POWER SUPPLY
*A-5914-0350	DISCONTINUED	BOOM ADAPTOR
*A-5914-0230	DISCONTINUED	1.5m WI-FI BOX TO PROBE CABLE
*A-5914-0231	DISCONTINUED	POWER CABLE (BATTERY TO INTERFACE UNIT)
*A-5914-0050	DISCONTINUED	Wi-Fi Box
*A-5914-0237	DISCONTINUED	VOID SCANNER TRANSIT CASE

* 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
Void Scanner MK4 Product codes A-5914-0009/A-5914-0010 (DISCONTINUED PRODUCT) 	F-5914-3000-01 F-5914-3010-01 VS150_horiz_4v0 VS150_vert_4v0 combined v2_21	Cavity Profiler VS 1.1 Cavity Profiler VS 1.2 Cavity Profiler VS 1.3
Void Scanner + Product code A-5914-0840 (NEW REPLACEMENT PRODUCT) 	F-5914-3000-02 F-5914-3010-02 combined v2_21	Carlson Scan 1.0.1 >

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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