

Carlson EOL/EOS Notification of Intent

EOL Title:

RODDED BORETRAK® SYSTEM End-of-Life (EOL) End-of-Service (EOS) Notification of Intent.

Carlson EOL/EOS Notification:

EOL/EOS Notification for LMD Mining Product RODDED BORETRAK® SYSTEM
(borehole-deviation surveying system) Product code A-5911-0300.

Effective Date: 1st May 2020

Dear Customer,

Carlson is announcing the End of Life and Service discontinue of the following product: **RODDED BORETRAK® (borehole-deviation surveying system) Product code A-5911-0300.**

- 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 1: Product, firmware and software compatibility

| Product | Supported firmware Versions | Supported Software Versions |
|--|-----------------------------|---|
| RODDED BORETRAK® Product codes A-5911-0300 (DISCONTINUED PRODUCT)  | F-5911-3010-01.HEX | Boretrak Mobile Android Boretrak Viewer Software Quarry X Hole Deviation 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) |

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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