

10/23/2020

Notice for End of Life: ZMicro Rugged Servers

Model(s):

ZM3	
ZM3-C7308-XDC-509	ZM3-C7316-XDC-503
ZM3-C7316-VDC-517	ZM3-C7316-XDC-504
ZM3-C7316-WDC-515	ZM3-C7316-XDC-518
ZM3-C7316-WDC-516	ZM3-C7316-XDC-P6B

Dear Valued Customer,

Please accept this letter as an official notification regarding the discontinuation of the **ZMicro Rugged Server** models referenced above.

These product(s) are being discontinued for the following reasons:

- Discontinuance of video cards from the manufacturer: PNY NVIDIA P6000 , P4000 & NVIDIA GP100 GPU models required for manufacturing.

Please observe the following dates:

- Notification Date: **10/23/2020**
- Last time Buy: **01/23/2021**. **Limited supply of NVIDIA cards may still be available for a Last Time Buy. Please contact your ZMicro Sales Representative for inquiries and to transition to a newer ZMicro Rugged Server product.**
- End of life: **4/23/2021**
- End of Service date: **10/31/2021 (or at expiration of existing warranty)**
- Note regarding End of Service date: During the six-month period between the EOL and EOS date there is a possibility that parts required for repair may not be available from our suppliers. The unit can be returned to ZMicro, Inc. Customer Service under RMA for an evaluation to determine the repairability of EOL products. Please consult with the ZMicro, Inc. Customer support team for more details at www.zmicro.com.

The recommended replacement for this item is the:

- ***Alternate ZMicro Rugged Server w/ current generation computing hardware. There are form, fit, and function options available.***

Please consult your ZMicro, Inc. Sales Representative for additional details, warranty provisions or alternate products to transition to.

End of Life Warranty Statement

The **ZMicro Rugged Server models referenced above** will be reaching end of life as of 4/23/2020. All shipments of these products will be permanently discontinued following the EOL date.

After 4/23/2021 ZMicro, Inc. will honor product replacement requests covered by their existing warranty as long as inventories last. At any point in time, warranty requests may be processed as a prorated credit to the customer or an equivalent item may be substituted. In cases where ZMicro is unable to inform or follow the sequence of dates from Notification through End of Service due to unavoidable circumstances, customer requests will be processed based on first come first serve basis.

Customers should continue to contact ZMicro, Inc. technical support to report defective products and to receive a Return Materials Authorization or on-site service. All other terms and conditions of ZMicro, Inc. warranty remain unchanged.