



Reseller Bulletin

July, 13 2017

Ref: End of Sale Announcement for IP-ACS-110 (June 29 2017)

Dear Valued Reseller,

This product bulletin references the End of Sale Announcement for the IP-ACS-110 that was issued on June 29, 2017.

Please review the following table regarding end of life milestones and dates for the IP-ACS-110 series floor controller, which provides further details on the support lifecycle.

Table 1. End-of-Life Milestones and Dates for the Austco IP-ACS-110 Series Floor Controller

Milestone	Definition	Date
End-of-Life Announcement Date	The date the document that announces the end-of-sale and end-of-life of a product is distributed to the general public.	June 30, 2017
End-of-Sale Date: HW	The last date to order the product through Austco point-of-sale mechanisms. The product is no longer for sale after this date.	September 1, 2017
End of Phone Support: HW	The last date to receive phone support as part of the product warranty. After this date, all phone support services for the product are available with additional charges or support fees. In some cases, support may not be available.	September 1, 2018
Last Ship Date: HW	The last-possible ship date that can be requested of Austco and/or its Resellers. Actual ship date is dependent on lead time.	December 31, 2017
End of SW Maintenance Releases Date: HW	The last date that Austco Engineering may release any final software maintenance releases or bug fixes. After this date, Austco Engineering will no longer develop, repair, maintain, or test the product software.	September 1, 2018
Last Date of Support: HW	The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions. After this date, all support services for the product are unavailable, and the product becomes obsolete **. Warranty duration is based on product ship dates; refer to warranty terms and conditions for details.	September 1, 2022

Thank you for your support and we look forward to an ongoing business relationship, In the meantime, if you would like more information, please do not hesitate to contact your local Austco representative.

Yours sincerely,

The Austco Team