

SALTO SYSTEMS

Product end of life policy



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Product end of life policy

In order to maintain a high level of innovation and provide best-in-class systems and solutions to our customers, SALTO may decide that some products have reached their end of life (EOL).

SALTO may choose to declare EOL a product for several motives, amongst others because of technology, discontinuation by suppliers, cost, security, efficiency or market reasons.

Once a product is identified to be EOL, SALTO will share with its partners and direct customers a communication including all the details of the affected products and the different phases included in the EOL schedule:

Phase	Definition and action
End of new sales	<p>The end of new sales is the date after which the products cannot be delivered to any new project. Existing projects are still being served with new products.</p> <p>SALTO may announce the end of new sales of a product to the market right away after internal agreement.</p>
End of aftersales	<p>The end of aftersales is the date after which the products cannot be delivered to any existing project.</p> <p>SALTO announces the end of aftersales of a product typically two years in advance.</p>
End of repairs and spare parts	<p>The end of repairs and spare parts is the date after which SALTO won't supply spare parts or use any to perform more repairs.</p> <p>SALTO announces the end of repairs and spare parts supply typically five years in advance.</p>
End of support	<p>The end of support includes all the relative to technical support service.</p> <p>SALTO provides support at least till the end of repairs and spare parts phase, but provides longer service on a voluntary.</p>

Please, contact your local SALTO partner for a detailed status of a specific product's EOL.

This policy sets forth the general policy applicable worldwide. However, in such countries where the applicable legislation imposes compulsory longer periods, such compulsory longer periods shall prevail over the provisions included herein.