

# End-of-Life (EOL) Policy

## For Raritan’s KVM Products



Information as of April 1, 2024

We are dedicated to the creation and delivery of high-quality products. To ensure continued innovation, we may periodically elect to discontinue specific Raritan KVM products\*. Reasons for discontinuing such products may vary, but typically include common scenarios such as:

- Advancements within the industry that make a product obsolete,
- Market demand no longer justifies development resources required,
- Market opportunities have shifted corporate priorities,
- A product has simply reached the end of its technology or manufacturing lifespan, or
- A supplier has decided to discontinue its manufactured components causing us to then discontinue our products that include that related component.

Once it is announced that a Raritan KVM product is—or has been—discontinued, its End-of-Life (EOL) begins. The EOL process consists of a series of technical and business milestones that, once completed, make the affected product obsolete. Once obsolete, the affected product is no longer manufactured, improved, repaired, maintained, or updated.

To assist you in a seamless transition to an alternative or comparable Raritan KVM product, and to help you understand the milestones that we typically follow during a product’s lifecycle transition, we are providing this Policy as a general guideline.

\*This Policy pertains to Raritan’s KVM products only. Other Raritan branded product lines are not covered under this Policy.

### Table of Contents

General Policy Statements .....	2
Definition of Terms Used in this Policy .....	2
Typical Timeline of EOL Activities.....	2
Modifications to this Policy .....	3
FAQs.....	3
Your Next Steps .....	4
Contact Us .....	4

## General Policy Statements

Our decision to discontinue a Raritan KVM product generally begins with a public End-of-Life Announcement (EOLA), which may include all or some of the following: specific mentions of the affected product(s) and/or part number(s), the Last Order/Sale Date (LOD), the Last Ship Date (LSD), and the End of Support Date (EOS) which is considered as the final EOL milestone. We may also include a recommended alternative or comparable Raritan KVM product offering to further ease your transition.

## Definition of Terms Used in this Policy

**End-of-Life Announcement (EOLA)** is the public notification date that commences the announcement that a product has been discontinued.

**Last Order/Sale Date (LOD)** is the last date on which purchase orders may be placed for the affected product and for new support service contracts to be granted related.

**Last Ship Date (LSD)** is the last possible ship date that can be requested for the affected product.

**End of Support Date (EOS)** is the date when access to support services is limited and considered on a case-by-case basis only. This may include investigation and troubleshooting to provide general resolutions, configuration guidelines, workarounds, or guidance towards the use of an alternative or comparable product. If possible, firmware updates may be provided for a limited time to an EOL product to address critical or vulnerability bug fixes, but no further enhancements or new features will be accessible in those updates.

## Typical Timeline of EOL Activities

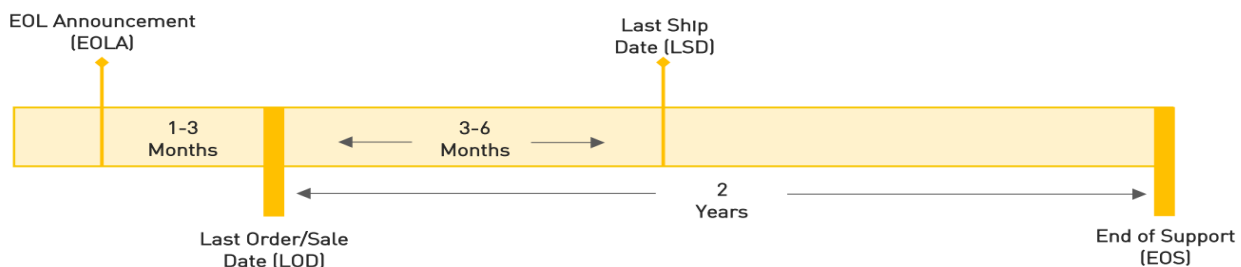
A typical timeline of related technical and business EOL milestones and activities for Raritan KVM products may include all or some of the following outlined in Figure 1.

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NOTE: It is important to note that dates and milestones outlined in Figure 1 may vary by discontinued product. There may be instances where this timeline cannot be followed. One instance, as an example, is if a supplier decides to unexpectedly discontinue its manufactured components causing us to then discontinue our products that include that related component. This may cause a more immediate timeline of EOL milestones to take precedence. It is recommended to refer to the affected product's specific EOLA to clarify any fluctuation.

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*Figure 1: Typical EOL Milestones for Raritan KVM Products*



When the LOD is reached, the support policies for the applicable Raritan KVM product shift and it begins a transition period until it reaches its final EOS date. The Final EOS date means that the product has reached its final EOL milestone.

## Modifications to this Policy

This Policy revision takes effect on the date listed above (on page 1) and is subject to the following exceptions and limitations:

- This revision shall not affect a product's EOL commitments under valid, unexpired written agreements to the extent that those commitments are inconsistent with this Policy.
- This revision shall not affect Raritan's EOL commitments concerning products for which Raritan has already issued an EOLA before the posting of this revision.

Raritan may, at any time, further modify this Policy; provided, however, that no such modification shall affect the obligations under the then-current term of service contracts ordered and accepted before the effective date of such modification. To clarify your service contract(s), please go to [Raritan.com/support](https://raritan.com/support) for assistance.

## FAQs

### **Why is there an EOL Policy for Raritan KVM products?**

We are dedicated to the creation and delivery of high-quality products. This Policy helps to ensure that we stay focused on providing the highest level of customer experience as you engage with our products.

### **Can I still use a Raritan KVM product after an EOL announcement?**

Yes, you can. Do note that neglecting an EOL announcement can lead to a situation where you might not have coverage when you need it. This can lead to poor performance, security vulnerabilities, incompatibilities with newer versions of accessories, and even higher operating costs. Paying attention to related EOL milestones and talking with us about how you will be affected can save you valuable time and money in the long run.

### **Can I still receive firmware updates for a Raritan KVM product that has reached its end-of-life?**

Firmware updates provide access to new features, bug fixes, and security fixes/updates to models that can run the firmware. Please note that there are sometimes instances where features, fixes, and updates are not always supported on all units or models. If possible, firmware updates may be provided for a limited time to EOL products to address a critical bug or vulnerability fixes, but no further enhancements or new features will be accessible in those updates. We recommend contacting our support team to discuss your options.

### **How does a Raritan Distribution Product product's EOL announcement affect my support contract?**

For those holding a valid and unexpired support contract, we are committed to continuing support until the contract terms expire. To clarify your service contracts, please go to [Raritan.com/support](https://raritan.com/support) for assistance.

### **What happens if my Raritan KVM product under warranty has been discontinued?**

Go to [Raritan.com/products/warranties](https://raritan.com/products/warranties) for further information.

### **Where can I find more information about Raritan's KVM discontinued products?**

Specific details about Raritan’s publicly announced discontinued KVM products can be found at [www.raritan.com/kvm-end-of-life](http://www.raritan.com/kvm-end-of-life).

## Your Next Steps

When you realize that an EOLA was published for a Raritan KVM product, follow these steps to make sure that you are doing what’s best for your operations.

- ✓ Determine if the affected product is in use in your operations.
- ✓ Review your existing service contract terms to understand your remaining coverage then contact us if you have any questions.
- ✓ Contact us to determine which alternative or comparable Raritan product offering best benefits your operations.
- ✓ Breathe easy knowing that you will have expert support to help you during your transition to an alternative or comparable product offering.

## Contact Us

Raritan, A brand of Legrand

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