

PRODUCT END OF LIFE ANNOUNCEMENT

UX5, UX5 AG and UX5 HP

September 12, 2018

Dear Customer,

As part of our efforts to provide continuous improvements, the Delair product life cycle follows a precise process to optimize each component of the solution and align it with major market requirements. The information related to the evolution of the products is shared with you periodically.

This letter serves as your formal notification that Delair is initiating the End of Life process for a set of products. The key milestones and affected products and parts are listed hereafter. The purpose of this notice is to allow for appropriate planning and the opportunity for last time purchases, as well as to suggest alternative products.

Product	End of Life Announcement Date	Last Order Date	End of Support Date	Alternative Product
UX5	September 12, 2018	October 31, 2018	December 31, 2019	UX11
UX5 HP	September 12, 2018	October 31, 2018	December 31, 2019	UX11 PPK
UX5 AG	September 12, 2018	October 31, 2018	December 31, 2019	DT18 AG
Extended Warranty – UX5/UX5 HP/UX5 AG	September 12, 2018	October 31, 2018	Depending on contract initiation	

- End-of-Life Announcement Date: Date of the start of the process that begins with a letter sent by the Delair support team and that highlights the milestones
- Last Order Date for the product: Date after which it is no longer possible to buy the product, nevertheless, spare parts (used for support) can still be ordered
- Product’s end of support Date: Date after which a product is no longer supported, meaning that the Delair Support Team will not provide assistance nor exchange, nor repair and; new software will not be tested on this product before release. Additionally, after this date it will be not possible to order spare parts

If you have any questions or if you need assistance in selecting alternative products, please contact the Delair Support Team through <http://support.mydelair.com>.

Assuring you of our willingness to provide you with great support.

Yours faithfully,

Alexis Pradille

Customer Support Director