



## End-of-Sale and End-of-Life Announcement

### End-of-Sale and End-of-Life for D7 DB03 Series

**September 27, 2020**

DTEN announces that the End-of-Sale (EoS) date for **D7 DB03 series** products is **Oct 31, 2020**.

The D7 DB03 Series will be available until the EOS date per the End-of-Sale policy.

### Product Migration Options

Customers may look into the newer DTEN D7X series and upcoming products.

### End-of-Sale / End-of-Life Schedule

Milestone	Type	Definition	Date
End-of-Life Announcement Date	Full Product System	The date the document announces the end-of-sale and end-of-life of a product is listed to the general public. The date that the product's end-of-sale and end-of-life announcement document is distributed to the general public.	September 28, 2020
End-of-Sale Date	Full Product System	The last date to order the product through DTEN point-of-sale mechanisms is as follows: The product will no longer be on sale after this date.	Oct 31, 2020
End of Software Maintenance Releases Date	Software OS	The last date DTEN Engineering may release any final software maintenance releases or bug fixes. After this date, DTEN Engineering will no longer develop, repair, maintain, or test the product software.	June 30, 2021
Last Date of Support	Full Product System	The last date to receive applicable service and support for the product as entitled by active service contracts or warranty terms and conditions. After this date, all support services for the product will be unavailable, and the product will become obsolete.	December 30, 2022

### Products Affected by This Announcement

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\* Content may be subject to change without notice. Please go to [dten.com](https://www.dten.com) for the latest information.

## End-of-Sale and End-of-Life Announcement

End-of-Sale Product Model	Product Description
DB0355	D7 55" Windows
DB0355DS	D7 55 Dual Windows

### End-of-Life Policy

- DTEN uses commercially reasonable efforts to provide notice before a product's End-of-Sale when the product is no longer available for order.
- DTEN provides technical assistance referring to product warranty periods.
- Software embedded inside hardware devices will continue to be supported according to the policy governing software End-of-Life. In addition, the last major and minor feature release available for the hardware device will continue to be supported for the duration of the End-of-Life cycle.
  - The last minor feature release of a major release cycle will be supported for 48 months from the release date.
  - Support may include technical support, bug fixes, maintenance releases, workarounds, and patches for critical or security-related bugs.
- Hardware replacement or replacement parts will be available for three years following the End-of-Sale date, provided a valid support contract is maintained continuously on the product. At DTEN's discretion, hardware may be replaced with a similar or equivalent product.
- A support contract or warranty must cover a product as of the End-of-Sale date to be eligible for support renewal. Support contracts may be renewed for the duration of the End-of-Life cycle and cannot be allowed to lapse during this time and be reinstated later.

If you have questions, please contact us at [support@dten.com](mailto:support@dten.com).

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