



Product End-of-Life Policy

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As part of the Haivision commitment to continue to innovate and develop new technologies, Haivision will continue to introduce new products, services, product enhancements and other offerings. This process inevitably results in stopping the development of some products or discontinuing older products and services.

Haivision is committed to making the transition from such products to new offerings as simple as possible. Haivision recognizes that **mature product** or end of life notifications often prompt companies to review the way in which such notifications can impact the solutions they offer. Consequently, Haivision has developed this end-of-life policy to help our customers migrate to alternative Haivision platforms and better transition their solutions.

When a product reaches a point in which Haivision can no longer continue active development it will be categorized as "Mature Product". Haivision will continue to sell and support a Mature Product but Haivision will no longer develop new features for the product and its components. Haivision shall make commercially reasonable efforts to provide bug fixes for critical issues reported by customers and implement security updates.

When a product reaches its end-of-life ("**EOL**"), Haivision will inform customers regarding important milestones, including the initial **EOL** notification, Last Time Buy ("**LTB**"), and end-of-support ("**EOS**") milestone dates, as described herein.

Customers may continue to purchase products up until the announced **LTB**. Haivision will continue to provide support and service for products up until the announced EOS date. Haivision normally provides **EOL** notification to our customers for discontinued products at least 90 days prior to the **LTB**.

Hardware EOL and EOS Policy

Support for discontinued products is provided only to customers who purchased a support contract prior to the removal of the product and services from the Haivision price list or who converted their standard warranty coverage to a maintenance contract prior to expiration of the standard warranty.

Note: Only products that are covered by a current Haivision maintenance contract are eligible for renewal.

Replacement units provided during the EOS period may not be identical to systems purchased prior to product discontinuation. It is possible that replacement units may require customers to implement network changes (such as reconfiguration, software updates, and hardware upgrades) and may affect service pricing when the maintenance contract is renewed.

Haivision reserves the right to charge an additional fee for continued support of any discontinued products. Haivision also reserves the right to reduce or amend support offerings available for renewal under this policy at any time and at its sole discretion, with or without notice.

Software EOL and EOS Policy

Unless specifically declared and announced by Haivision, Haivision supports the latest GA release and the latest maintenance and/or minor releases of the previous major release. A major software release is defined as a "dot" release which is in the X.X format, such as 4.3 or 5.5. A minor or maintenance release is designated with the X.X.x format, such as 4.3.1 or 5.5.1.

Note: Haivision will not be obligated to provide bug fixes, new features, or enhancements to software that has reached the EOS date.

The list of mature and discontinued products can be found at <https://support.haivision.com/s/article/Product-End-of-Life-Policy> on the Haivision Support Portal.