End-of-Life Policy

Raritan KVM Products

This document details the End-of-Life (EOL) Policy for the Legrand® Raritan® branded KVM products. We provide this Policy as a general guideline to help understand the milestones typically followed during an affected product's lifecycle transition.

The information provided is as of January 1, 2025.

This Policy takes effect on the date listed above and is subject to the following exceptions and limitations:

- This revision shall not affect a product's end-of-life commitments under valid, unexpired written agreements to the extent that those commitments are inconsistent with this Policy.
- This revision shall not affect Raritan's end-of-life commitments to products that have already been issued an end-of-life announcement before posting this revision.

At any time, we may modify this Policy without notice, provided 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 change.

General Policy Statements

Raritan products go through a defined product lifecycle and eventually reach their end-of-life. A product may enter the end-of-life process for a variety of reasons, including but not limited to:

- A product has reached the end of its technology or manufacturing lifespan,
- A supplier has decided to discontinue its manufactured components, causing us to discontinue our products that include that related component,
- Advancements within the industry that make a product obsolete,
- Our engineering team has designed a newer, more technologically advanced product as a replacement to meet market demands better.

Once it is announced that a selected Raritan KVM product is or has been discontinued, its end-of-life begins. The end-of-life process consists of a series of technical and business milestones that, once completed, make the affected product(s) obsolete. Once obsolete, the affected product(s) are no longer manufactured, improved, maintained, or updated. Because of this, we recommend transitioning to an alternative or comparable Raritan product offering.

Our decision to discontinue a Raritan product generally begins with a public announcement, which typically includes specific mentions of the affected product(s) and/or part number(s), the Last Order/End of Sale Date, the End of New Contract Renewal Date, and the End of Support Date. We typically include recommended alternative or comparable Raritan product offerings whenever possible to ease the transition. If an alternative and comparable product is not provided, other Raritan product options may be suited to your operations. Don't hesitate to contact us for assistance; we are committed to helping you through the transition.

Definition of Terms Used in this Policy

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

End of Sale/Last Order Date (EOS) is the last date to buy a product, order a new service contract, or add a product to an existing support contract. Thereafter, products and services are removed from all price lists.

End of New Contract Renewal Date (ENC) is the last date to order a new or extend an existing service or warranty contract.

End of Service Life (EOSL) is considered the final end-of-life milestone. It's the last date to receive service for the affected product(s) under a service contract or by warranty terms and conditions. It is also the last date that bug fixes and security updates are provided. We typically provide limited support services such as investigation and troubleshooting to provide general resolutions, configuration guidelines, workarounds, or guidance toward using an alternative or comparable product.

Typical Timeline of End-of-Life Activities

A typical timeline of related technical and business end-of-life milestones and activities may include all or some of the following outlined in Figure 1.

Figure 1: *Typical End-of-Life Milestones*

IMPORTANT NOTE: The dates and milestones outlined in *Figure 1* may vary by end-of-life announcement. There may be instances where a typical timeline cannot be followed. For example, if a supplier unexpectedly discontinues its manufactured components, it causes us to discontinue our products that include that related component. This may cause a more immediate timeline of end-of-life milestones to take precedence. Referring to the affected product's specific EOLA is recommended to clarify any fluctuation or deviation.

Frequently Asked Questions

Why is there an End-of-Life Policy for Raritan KVM products?
We are dedicated to the creation and delivery of high-quality products. This Policy helps ensure we remain focused on providing the highest customer and user experience as you engage with our products.

Can I still use a Raritan KVM product after an end-of-life announcement?

Yes, you can. Do note that neglecting an end-of-life announcement can lead to a situation where you might not have coverage when needed: security vulnerabilities, incompatibilities with newer versions of accessories, and even higher operating costs. Paying attention to related end-of-life milestones and talking with a representative 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 generally provide access to new features, bug fixes, and security fixes/updates to models that can run the firmware. Please note that features, fixes, and updates are sometimes not always supported on all units or models. If possible, firmware updates may be provided to end-of-life products for a limited time to address critical bugs or vulnerability fixes. Still, no further enhancements or new features are typically accessible in those updates. We recommend contacting our support team to discuss your options.

How does a Raritan KVM **product's** end-of-life 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.

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

Go to Raritan.com/products/warranties for further information.

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

More information can be found at Raritan.com/kvm-end-of-life.

Your Next Steps

Once an end-of-life announcement is posted, we recommend following these steps to ensure you do what is best for your operations.

- Download the discontinued Raritan part numbers list to determine if an affected product/model in its end-of-life is in active use in your operations.
- Review your existing service contract terms to understand your remaining coverage.
- Breathe easy knowing that you will have expert support to help you during your transition to an alternative or comparable Raritan product offering.
- Opt-in to Support Notifications and keep on top of future Raritan KVM end-of-life announcements, the availability of firmware updates, and other critical product-related support updates.
- Or, if you'd prefer to talk to someone to walk you through the process, call us at 800-724-8090 or 732-764-8886 and select 1 for Sales.

To learn more visit

www.raritan.com/kvm-end-of-life

©2025 Legrand. All rights reserved. The industry-leading brands of Approved Networks, Ortronics, Raritan, Server Technology, and Starline empower Legrand's Data, Power & Control to produce innovative solutions for data centers, building networks, and facility infrastructures. Our division designs, manufactures, and markets world-class products for a more productive and sustainable future. The exceptional reliability of our technologies results from decades of proven performance and a dedication to research and development.