

Xaar End of Life Policy

Background

There is an essential requirement from customers commercialising Xaar-based inkjet solutions to secure continuity of supply. To this end Xaar's customers are looking for written commitments to supply product for several years.

There are various reasons a product reaches the end of its Product Life Cycle. Market demand, technology innovation, withdrawal of 3rd party components and ongoing development all drive change to existing products and the development of new replacement products.

This document defines our policy which in turn helps our customers manage their own End-of-Life programmes.

1. End of Life (EOL) - What does it mean?

There are 4 phases in the product life-cycle that relate to End of Life (EOL). For clarity these are defined below:

2. Product Introduction and Lifetime

In addition to the below Xaar can commit to Product Lifetime for Xaar-manufactured products. This is deemed to be at least 7 years from Product Introduction. Product Introduction is defined as the date of the first commercial shipment (official launch date). Some products may have a life that is less than this if they can be directly replaced by other Xaar products that are directly backward compatible and provide equal or better fit form and function. In addition some products may have a life longer than 7 years at Xaars sole discretion.

This applies to all printhead sub-assemblies, fittings/fixtures and related documentation.

For all System Components i.e. primarily 3rd party manufactured products, the Product Lifetime will be 3 years from introduction. This includes Drive Electronics and Ink Supply Systems.

3. End of Sale (EOS)

Product is withdrawn from the price book and will not be sold to any new customers. This would typically be communicated to existing customers as part of the statement that the product is entering EOL and what that means. Typically there will be a minimum of 1 year between EOS announcement and EOL. However the time between EOS and EOL may be less than one year for products that can be directly replaced by another Xaar product as noted in Section 2. Following the announcement of EOS customers may be offered the opportunity to make a last-time-buy to be supplied no later than the EOL date. Support activity continues but there will be no further hardware or software development of the product.

4. End of Manufacture (EOM)

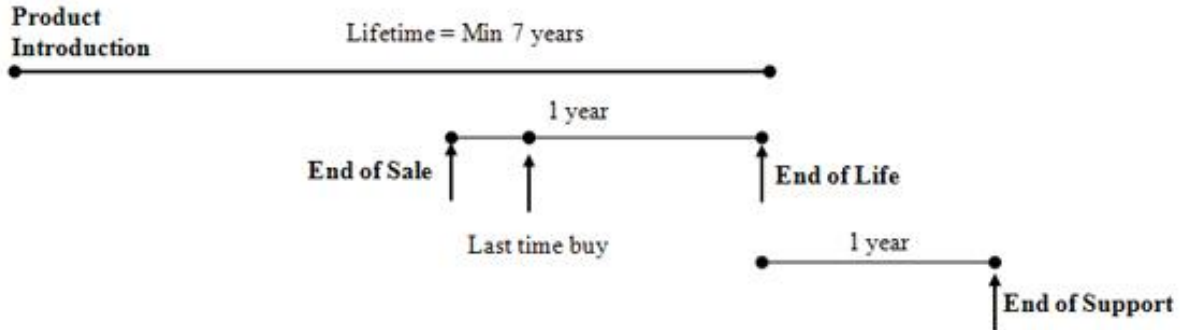
All manufacturing activity stops. The timing of this will be subject to materials availability/lead-times and manufacturing capacity.

5. End of Life (EOL)

Supply and shipment of new product stops.

6. End of Support (EOST)

Following End of Life we will provide RMA replacement up to 15 months from EOL i.e. in line with our warranty. Following EOL requirements for software bug-fixes will be considered on a case-by-case basis.



7. Pricing

Pricing of all parts and spares following the announcement of End of Sale / End of Life may be subject to change dependent on supply availability.