
Xaar End of Life Policy

Background

Customers commercialising Xaar-based inkjet solutions need to secure continuity of supply. Xaar's customers will be looking for written commitment from Xaar to supply product for several years. In the instance a product is end of life, assurance of continuity must come from an open communication policy that shares with the customer the expected end date of supply and their options to procure product in the interim and/or any replacement product available.

There are various reasons a product reaches the end of its Product Life Cycle. Market demand shifts away from the product technology/benefits/features, technology innovation by Xaar or its competition, withdrawal of 3rd party components and ongoing development of the product range that sees a replacement product cannibalising the existing one(s). This document defines Xaars policy on End Of Life which in turn will help our customers manage their own End-of-Life programmes.

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

The product or group of products will no longer be available for sale and so action must be taken to stop the sale and support of the products with minimal impact to the customer or Xaar.

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, Software, 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Product is withdrawn from the price book and will not be sold to any new customers.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 EOL. Following the announcement of EOL 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 product stops.

6. End of Support (EOSt)

Following End of Life Xaar will provide RMA replacement up to 12 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 Life may be subject to change dependent on supply availability.