

End of Life Policy

Hardware Products

Ei Electronics guarantees all products for five years from the date of purchase against any defects that are due to faulty materials or workmanship. Each product is also marked with a 'Replace by Date' while some products have an embedded End Of Life indicator. These indications state that the product has reached its end of useful life and should be replaced with a suitable replacement product.

Software Products

Ei Electronics software products are linked to hardware products. Software linked to hardware products will be fully supported for as long as the hardware product is within its specified lifetime period. Once the End of Life date on the hardware product has been reached, as indicated by the 'Replace by Date', EOL indicator feature on the product, or by a notification on an associated software platform, the software product linked to the hardware product will no longer be supported. This includes but is not limited to product support, releases, updates, maintenance and bug fixes. Ei Electronics will recommend suitable alternatives and replacement products on request.

Ei Electronics

20th October 2020

