

August 30, 2024

ProSoft Technology appreciates your investment in our products and as a valued customer, part of our commitment to you is to inform you of changes to the status of mature products.

As our products age, ProSoft Technology works to maintain them as long as possible and provide you with enough advance notification to allow you to make business decisions regarding your migration strategy.

As part of our lifecycle support, all our products follow the same 4 life-cycle phases – Active, Active Mature, Limited Availability, and Discontinued. Throughout this progression, we try to provide you with options to help you manage the issues that arise with aging products.

PRODUCT LIFECYCLE STAGES:

ACTIVE	Current, in-stock product. Fully supported.
ACTIVE MATURE	Current, in stock product. Fully supported. A newer product or family exists. (Optional Stage)
LIMITED AVAILABILITY	Low inventory, Fully Supported. Product will migrate to DISCONTINUED soon.
DISCONTINUED	Not available. Warranty replacements and repair services may be available

The following ICX35-HWC product line variants are hereby transitioned in their lifecycle stages:

Model	Stage	Comment
ICX35-HWC-E	Limited Availability	Last shipment date is July 31, 2025.
ICX35-HWC-A	Active Mature	-

The Belden NB1601 and NB800 product families are a suitable replacement in many scenarios, please reach out to your Belden representative for details.

We understand how critical it is for you to understand this life-cycle to leverage your investment. As our products age, we communicate lifecycle changes as early as possible and provide possible options to help extend the life of your system as long as possible. In this specific case we are suffering from a global chipset shortage which forced us into this discontinuation without much warning time for us and for our customers.

We appreciate the commitment you have made to ProSoft Technology's products, and we hope that this letter communicates our commitment to supporting all of our customers. We welcome the opportunity to work with you in solving all current and future communication needs.

Regards,



Friedrich Haussmann,
Team Leader Industrial Wireless
Product Management