

Belden Long Term Product Support Policy

Last Update: July 1st 2024



PRODUCT SUPPORT

Overview

There are various factors that contribute to the discontinuation of a product. Often, products become out-of-date due to advancements in technology, leading to the introduction of newer alternatives. Other reasons for discontinuation include changes in industry standards, component unavailability, technological obsolescence, and declining market demand.

Belden acknowledges the importance of establishing milestones to guide users through the product life cycle and the potential impact on their networks or infrastructure. These milestones comprise:

- 1. Announcement Date:** The official notification letter's date, signalling the initiation of the discontinuation process for a specific product. Following this date, all orders received are non-cancellable and non-refundable.
- 2. Last Order Date:** The final date by which the product can be ordered from Belden.
- 3. Last Shipment Date:** The latest date by which all final orders of the product will be shipped from the factory.
- 4. Last Service Date:** Standard support and repair services will be available for the product until this date.

The aim of these milestones is to assist product users in effectively managing the end-of-life transition and to clarify Belden's role in facilitating migration to alternative platforms or technologies.

This policy is applicable to product discontinuation announcements made in all geographies on or after May 1st, 2023, for all Hirschmann, Tofino, GarrettCom and Lumberg products. The policy does not apply to products that have already reached their Last Order Date and/or Last Shipment Date.

General Policy Guidelines

- 1.** Belden will strive to provide a minimum of 12 months' notice, whenever feasible, between the Announcement Date and the Last Shipment Date, during product discontinuation transitions. These announcements will be posted on Belden's website at <https://www.belden.com/ltps>. Product users are encouraged to regularly visit this site for valuable information on Belden's Hirschmann, Tofino, GarrettCom and Lumberg product discontinuation process.
- 2.** Upon reaching the Last Shipment Date, Belden will continue to offer repair services and replacement parts for a duration equivalent to the standard guarantee period of the discontinued product (which may vary by product). During this period, hardware failures covered by guarantee will be repaired or replaced at Belden's discretion. Replacement products will be identical whenever possible; however, Belden reserves the right to replace with functionally equivalent alternatives. Extended service contracts cannot be purchased after the Last Shipment Date.
- 3.** After the Last Shipment Date and up to the Last Service Date, Belden will provide technical support in the form of a help desk, security maintenance releases, and fixes for critical software bugs without workarounds. Patches and fixes will only be provided in the newest software release. After the Last Service Date, no technical support will be available for the product.
- 4.** The diagram below illustrates Belden's product lifecycle phases for Hirschmann, Tofino, GarrettCom and Lumberg products, along with the standard guidelines for product discontinuation milestones.

Product Lifecycle Phases

