ProSoft®
TECHNOLOGY

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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 STAGE:

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.

At this time, the AN-X2 product line is LIMITED AVAILABILITY status. We expect to maintain the product in this status through December 2022, based on our current supply of obsolete components used in these modules. The gateways will then transition to a DISCONTINUED status, AN-X2 will be replaced by the AN-X4 product line when it is available for sale. The AN-X4 is a drop in replacement with no functionality changes (see table A for list of affected products). Future AN-X2 warranty claims will be served with the AN-X4 product when it becomes available.

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.

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,

Dennis Gonzalez

Dennis Gonzalez
Product Management

Table A

Product Number	Product Description
AN-X2-AB-DHRIO	Ethernet/IP to A-B Remote I/O Adapter or DH+ Gateway
AN-X2-GENI	Ethernet/IP to GE Genius Gateway
AN-X2-MOD	Ethernet/IP to Modicon S908 Gateway
AN-X2-SQD	Ethernet/IP to Square D Remote I/O Gateway