Nobeltec's End of Life Policy

Dear customer,

Nobeltec is committed to developing great software and to providing high-quality customer support. As a part of this, we are dedicated to supporting long life-cycle platforms. This includes being prepared for End-Of-Life (EOL) challenges.

We strive to develop future-proof software. To do so, we develop a platform that allows convenient and cost-effective upgrade paths, in order to increase the product's lifespan.

VNS & Admiral v10 and v11 to be discontinued soon

However, products reach the end of their life cycle for a number of reasons, such as market demands, technology innovation and development-driving changes in the product. Sometimes products simply mature over time and are replaced by better technologies. While this is an established part of the overall product life cycle, Nobeltec recognizes that customers need to stay informed about the future of their product.

As you know, Nobeltec is currently in a transition period from VNS and Admiral ("**Legacy sofware**") to our new **TIMEZERO** line of products.

Ending Support for VNS and Admiral:

At this point, we no longer support legacy software versions 9 and below.

But of course, **these older versions will continue to function**. We want to make sure that our Legacy customers are aware that you run into any issues we will not be able to provide software support. We strongly recommend legacy software users to consider upgrading to our TIMEZERO line of software so that you will have the most up-to-date navigation software, charts, and support moving forward.

The future of Nobeltec: the TimeZero software range

With that in mind, Nobeltec is here to help accommodate you through these end-of-life challenges and the transition phase.

Whether a program is ending, changing direction, or just requires the integration of new technologies, we offer EOL services including: product end-of-life notices to keep you informed, extended services and training sessions for applicable products, and Last Time Buy reminders to stock up on any products you need to purchase before manufacturing is discontinued.

Dates to remember:

- **January 2014:** End of Sales of Admiral & VNS versions 10 & 11

- **January 2016:** End of Support for Admiral & VNS versions 10 & 11

Our EOL Support includes:

- End of Life Notice email
- Last-Time-Buy reminders
- One-on-one training with technical support staff