

MANUFACTURED PRODUCT SUPPORT STATEMENT

Products no longer supported

The following products are now obsolete and have reached the end of their end of life period and will no longer be accepted via RMA for return to PPM / **ViaLite Communications** for evaluation, repair and/or calibration. Support Contracts will also no longer be available for these products.

- Sentinel & Sentry 1000
- Sentry 150
- Sigma 5 and Sigma 25
- Sprint
- Sprite
- FOLNET
- Sentinel II
- Sentry II

Products currently in the EOL Process

The following products are currently in the end of life process

- Sentinel IIsc
 - Only products covered by a support contract will be supported until 31st December 2023
- **ViaLite** Classic
 - Products covered by warranty will be supported until the warranty period expires
 - Products covered by a support contract will be supported until 31st December 2024

Other products

For all other products the guarantee / warranty period, unless otherwise agreed in writing, shall be as stated in document F292 - PPM Manufactured Product – Warranty, which is available at:

<https://ppm.co.uk/warranty-periods/>

Extended warranty options are available at the time of purchase.

Prior to returning any goods for warranty or non-warranty repairs please contact PPM / **ViaLite Communications** for a returns reference.