

EOL Policy

Garland Technology is committed to maintaining a competitive product portfolio and will continuously update the product line with new products and next generation features. This focus on innovation requires Garland Technology to End-of-Life (EOL) specific products on occasion. Garland will adhere to the following EOL Policy whenever a product is retired.

Notice

Garland Technology will communicate a product(s) designated for EOL at least six (6) months prior to the End-of-Sales (EOS) date via an EOL / EOS Announcement document.

EOL / EOS Announcement

The formal announcement will include information such as product name(s), part number(s), key dates, product options, recommended replacement product(s), and contact information for additional information. The announcement will be distributed via email to all affected customers, via the Garland Technology website, and the Garland Partner Portal. All EOL products will be removed from Garland's Price List.

Technical Assistance

Garland Technology will offer technical support of an EOL product for up to one (1) year after the EOS date listed on the EOL / EOS Announcement.

Spare or Replacement Parts

Garland Technology will offer spare and / or replacement parts for an EOL product for up to one (1) year after the EOS date listed on the EOL / EOS Announcement.

Warranty

Garland Technology will honor any Return-to-Factory and Premium Technical Support warranties for an EOL product up until the expiration date listed on the copy of the warranty on file (if applicable).

This EOL policy does not apply for any third-party products that Garland Technology sells in its product line. If Garland Technology discontinues a third-party sourced product, it will make reasonable efforts to give customers advanced notice and offer a replacement product that functions similarly.

This policy can be updated by Garland Technology without advanced notice.