

# End of Availability Notification

## Synectics M100 Encoder

This notification is to inform you that the affected product listed below will be transitioning to “End of Availability” status.

This product will be succeeded by the Synectics ENC-1030 encoder.

Synergy support will continue to be available until September 2029, beyond which we will endeavour to maintain support wherever possible.

### 1.1 Affected Products

Affected Part Numbers	Description
SY-M100	Synectics M100 Encoder

### 1.2 Reason for End of Availability

The hardware platform has been discontinued, and Synectics is transitioning to a new generation hardware platform.

### 1.3 Replacement Product Details

Replacement Product	Description
ENC-1030	Synectics ENC-1030 HDMI Encoder

The datasheet for this new product is available on the Synectics website.

### 1.4 Notification Dates

Milestone	End Date
End of Availability	September 2024
Estimated Last Time Buy	October 2024
General Support*	September 2029
Extended Support*	September 2029
End of Life*	September 2029

\*These dates are subject to revision, dependent on any changing factors that may affect our ability to support the product. We will endeavour to maintain these support periods as currently specified.

The hardware warranty period will vary, dependent on the age of the device and the warranty provided at the time of purchase.

## 1.6 Definitions

**End of Availability** is the point that the product is phased out by Synectics.

**Last Time Buy (LTB)** is the point at which the last order for the product can be made.

**General Support** means that support will remain available from Synectics. Spares will remain available where stock permits, and reference information about the product will remain available on the Synectics Global Support Portal.

**Extended Support** means that the product will continue to be supported if Synectics have contractually agreed to do so. The product will no longer be updated and maintained unless necessary.

**End of Life** means that we will no longer be able to provide support or spares for the product. Should you require a replacement product, your Synectics sales representative will be happy to assist.

## 1.7 Supply after End of Availability

If you are supplied this product after the End of Availability date, the notification dates will continue to apply as per this document.

If the product is supplied to you as new, and not as a like-for-like replacement, your warranty period will not be affected by the notification dates listed.

## 1.8 Response

For additional information regarding this notification, please contact your local Synectics representative.