

# End of Availability Notification

## Synergy Edge V1 Hardware

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

These products will be succeeded by the Synergy Edge EDG-1020 hardware platform.

Support for Synergy Edge V1 hardware will continue to be available until December 2029, beyond which we will endeavour to maintain support wherever possible.

### 1.1 Affected Products

Part Codes	Part Description
SY-EDGEHW-V1-5.4TB-R1 SY-EDGE-V1-5.4TB-R1	Synergy Edge V1 5.4TB RAID 1
SY-EDGEHW-V1-9TB-R1 SY-EDGE-V1-9TB-R1	Synergy Edge V1 9TB RAID 1
SY-EDGEHW-V1-16.2TB-R5 SY-EDGE-V1-16.2TB-R5	Synergy Edge V1 16.2TB RAID 5
SY-EDGEHW-V1-27TB-R5 SY-EDGE-V1-27TB-R5	Synergy Edge V1 27TB RAID 5

### 1.2 Reason for End of Availability

A new generation hardware platform is now available.

### 1.3 Replacement Product Details

Replacement Product	Description
EDG-1020-5.4TB-R1	Synergy Edge EDG-1020 5.4TB RAID 1
EDG-1020-9TB-R1	Synergy Edge EDG-1020 9TB RAID 1
EDG-1020-16.2TB-R5	Synergy Edge EDG-1020 16.2TB RAID 5
EDG-1020-27TB-R5	Synergy Edge EDG-1020 27TB RAID 5

Datasheets for these new products are available on the Synectics website.

### 1.4 Notification Dates

Milestone	End Date
End of Availability	November 2024
Estimated Last Time Buy	November 2024
General Support*	December 2029**
Extended Support*	December 2029**
End of Life*	December 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.

## 1.5 Firmware and Software Versions

OS	Last OS Image	Last software
Windows 10 IoT LTSC 2021	In line with product End of Life	In line with product End of Life

## 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 the product will continue to be updated and maintained by Synectics where necessary, and support will remain available. 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.