

End of Availability Notification

Synergy PSN/Incident Locker Max V1

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

1.1 Affected Products

Affected Part Numbers	Description
SY-PSNMAX-V1-XTB-R6	SYNERGY PSN MAX V1 – 2U
SY-LOCKERMAX-V1-XTB-R6	SYNERGY INCIDENT LOCKER MAX V1 – 2U

All storage capacity variants are affected by this notification.

1.2 Reason for End of Availability

The hardware platform is reaching end of supply. A new generation product series is now available to replace these products.

1.2 Replacement Product Details

Synergy PSN and Synergy Incident Locker are now optional configuration modes for the new Synergy Storage product family, meaning that PSN and Incident Locker software types no longer need to be selected via the hardware part code.

Storage capacities may vary in the replacement product. Please contact your local Synectics representative to discuss the most suitable option for your requirements.

Replacement Product	Description
STO-2011-XTB-R6	Synergy Storage Max V1.1 – 2U

1.3 Notification Dates

Milestone	End Date
End of Availability	January 2026
Estimated Last Time Buy	Dependent on stock availability
General Support*	October 2031
Extended Support*	October 2031
End of Life*	October 2031

*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	Microsoft OS End of Life Date
Windows Server IoT for Storage 2022	October 2031

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.