

End of Life Notification

2MP Low Light IP PTZ Dome Cameras SY-PTZ30E-LLZ

27th August 2019

This notification is to inform you that the following products have now transitioned to “End Of Life” status and are no longer available to purchase after the current stock runs out.

1.1 Affected Products

Product Part Numbers	Description
SY-PTZ30E-LLZ	Synectics 2MP Low Light IP PTZ Dome Cameras [External]
SY-PTZE-CC	Clear bubble and trim ring
SY-PTZE-SC	Smoked bubble and trim ring

1.2 EOL Reason

The camera's chip sets are EOL.

1.3 Proposed Product End of Support Period (EOS)

Synectics will maintain spares and support capability throughout the life of contracts in place.

Recovery plans and/or upgrades may be performed in accordance with service plans or upgrade agreements as agreed prior to EOL.

1.4 Replacement Product

Product Part Numbers	Description
SY-DPTZ30E-LLS	2MP Low Light IP PTZ Dome Camera
SY-DPTZE-CC	Clear bubble and trim ring
SY-DPTZE-SC	Smoked bubble and trim ring

The replacement SY-DPTZ30E-S-LLS can be installed internally or externally. It does not require a Pendant/Wall bracket adaptor.

1.5 EOL Notification Dates

Milestone	Date
EOL Notification Date	August 2019
Last Time Buy (LTB) Date	August 2019. Please contact your account representative.
End of Service (EoS)	Please refer to your specific warranty terms and conditions.

1.6 Response

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

1.7 Firmware Versions

Product	Firmware
SY-PTZ30E-LLZ	sy20180409NSZ November 2018
	sy20170330NSZ April 2017
	sy20170207NSZ
	sy20161215NSZ
	sy20160330NSZ

1.8 End of Service Definition

This notice serves as formal communication of Synectics' intent to end the life of the product noted. No guaranteed further support will be provided once the End-of-Service timeline is reached for hardware issues, except for those customers with valid warranty or project extensions.

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Recovery plans and/or upgrades may be performed in accordance with service plans or upgrade agreements as agreed prior to EOL.