

End of Availability Notification

Synergy Server Max V1 – RAID 5

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-SERVERMAX-V1-10.8TB-R5	Synergy Server Max V1 1U - 10.8TB RAID 5 (4x 4TB)
SY-SERVERMAX-V1-21TB-R5	Synergy Server Max V1 1U - 21TB RAID 5 (4x 8TB)
SY-SERVERMAX-V1-32TB-R5	Synergy Server Max V1 - 32TB RAID 5 (4x 12TB)
SY-SERVERMAX-V1-43TB-R5	Synergy Server Max V1 - 43TB RAID 5 (4x 16TB)
SY-SERVERMAX-V1-54TB-R5	Synergy Server Max V1 - 54TB RAID 5 (4x 20TB)

1.2 Reason for End of Availability

RAID 5 storage options are no longer available due to product component changes.

1.3 Replacement Product Details

Replacement Product	Description
More information to follow	

32TB, 43TB and 54TB product variants will have no direct replacement.

1.4 Notification Dates

The Synergy Server Max V1 platform continues to be available, so product support lifecycle information currently does not apply. Your hardware warranty is unaffected by these changes.

Milestone	End Date
End of Availability	October 2024
Estimated Last Time Buy	October 2024
General Support*	N/A
Extended Support*	N/A
End of Life*	N/A

*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 Server IoT 2022	N/A	N/A

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.