

End of Life Notification

S-PTZ20-3MP

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

EOL Part Numbers	Description
S-PTZ20-3MP	Synx HD IP Internal PTZ Camera c/w 30X zoom
S-PTZ20-3MP-C1	Synx HD IP Internal PTZ Camera c/w 30X zoom + 8G SD Card
S-PTZ20E-3MP	Synx HD IP External PTZ Camera c/w 30X zoom
S-PTZ20E-3MP-C1	Synx HD IP External PTZ Camera c/w 30X zoom + 8G SD Card

1.2 EOL Reason

The camera sensor and DSP are both EOL.

1.3 Proposed Product End of Support Period (EOS)

End of support for the product is one year from this notification, unless specific previous agreements are in place. These will be handled on a case by case basis.

1.4 Replacement Product Details

Replacement Products	Description
S-PTZ30-HDX	Synx HD IP Internal PTZ Camera c/w 30X zoom
S-PTZ30-HDX-C1	Synx HD IP Internal PTZ Camera c/w 30X zoom + 8G SD Card
S-PTZ30E-HDX	Synx HD IP External PTZ Camera c/w 30X zoom
S-PTZ30E-HDX-C1	Synx HD IP External PTZ Camera c/w 30X zoom + 8G SD Card

1.5 EOL Notification Dates

Milestone	Date
EOL Notification Date	15 March 2015
Last Time Buy (LTB) Date	September 2015
End of Service (EoS)	Synectics Standard Warranty

1.6 Restriction of New Parts

The S-PTZ30-HDX unit’s housing is the same as the S-PTZ20-3MP. The S-PTZ30-HDX units are fit form the same but have an improved sensor and 30x zoom lens as opposed to the 20x zoom lens on the outgoing units.

1.7 Response

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

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.

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.