

## Firetide End-of-Life Notice

### EOL

HotPort 5020-E  
 HotPort 5020-M  
 HotPort 5020-LNK

### Effective Date

June 27, 2016

### Overview

Firetide, Inc. is discontinuing all production and sales of the HotPort 5020-E, HotPort 5020-M, and HotPort 5020-LNK product on June 27, 2016. All engineering development and testing, including firmware development, QA testing, bug fixes, and professional services will cease after this date of June 27, 2016.

Event	Date
End-of-Life Notice	Effective immediately
Last ship date (current orders under process)	June 27, 2016
Last date for purchasing extended warranty and support	Effective immediately, no extended warranty may be purchased

### Warranty and Support

All standard warranty and support expires one year from the date of purchase. Owners may opt to continue using their HotPort 5020-E, HotPort 5020-M, and HotPort 5020-LNK units for an indefinite period of time with the knowledge that no technical or engineering support will be available for out-of-warranty products.

### Distributor Return Option

Please contact [orders@firetide.com](mailto:orders@firetide.com) to request a return merchandise authorization (RMA) before returning any product to Firetide. All RMA guidelines must be met. No credit memo will be issued without a proper RMA number.

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