

Skip-Line® Product End-of-Life Policy

Preamble

Skip-Line prides itself on designing and manufacturing quality products that provide years of service to our customers. The vast majority of our products see in-field use for 10+ years. Some of our products have seen active production cycles of 20 years. This policy clarifies our product life cycle decisions, and outlines how Skip-Line supports our customers as products reach end of life. We strive to keep our equipment supported and operating in the field as long as possible, while also keeping our products up to speed with industry standards and expectations.

As electronic technologies experience rapid advancement, Skip-Line will pursue these technologies in ways that allow our customers to increase their operating safety and efficiency as much as possible, with smooth transitions between product lines as upgrades and replacements become available.

Our engineers are careful with component selection during the design phase of our products, selecting parts that we expect to have long availability and alternate sources when possible. However, no manufacturer is shielded from supplier failure, economic hardships, acts of nature, or other shortcomings.

Third-party accessories and other items sold by Skip-Line, which are not of original Skip-Line manufacture, are not covered by this policy. This includes some WiFi and Cellular modems, tablets, laptop computers, and other devices which are designed for consumer or other markets that do not maintain long life cycles. In these cases, Skip-Line will attempt to find replacements to support our customers.

Product Availability Guarantee

Skip-Line will not discontinue, for reasons within our control, the manufacture and availability of any product that reaches active production for at least **eight years** from that product line's market entry.

After eight years, Skip-Line will keep products in production, so long as a product meets the following requirements:

- The product line continues to meet industry requirements and expectations.
- All raw components for the products are in active production.
- The products do not have replacement options.
- High-quality product support can still be provided for the foreseeable future.

If a critical component of a Skip-Line product is end-of-lifed, Skip-Line will attempt to find an alternate source for the part. If no suitable substitute can be found, the product will be scheduled for discontinuation.

Product End-Of-Life Notifications

When a product is scheduled for end-of-life, Skip-Line will notify all known customers of that product of last-buy opportunities. Skip-Line will provide customers with last-time buy opportunities per available supplier inventory. Assuming sufficient stock is still available, Skip-Line will also attempt to procure stock for one additional year of anticipated production needs, as well as anticipated stock for up to five years of limited product repair and support needs.

The product will be placed on “near end-of-life” status for one year, and notifications will be sent to all known customers of that product. A public bulletin will also be put on Skip-Line’s website.

For customers who wish to upgrade to newer product lines, transitional documents and telephone support will be available. Skip-Line will periodically offer trade-in credit towards new systems, with particular preference for units sold within three years prior to the discontinuation date.

Extended Support Period for Discontinued Products

Skip-Line will provide an **Extended Support Period** of at least **five years** after the published date of product discontinuation. Manuals and product information will be maintained and available for our customers on our website. Phone support will also be available for equipment operators and fleet maintainers with discontinued equipment on their fleets during this period.

Repairs and refurbishments will be made during the extended support period. Support capacity will diminish as the critical component supplies dwindle, but repair services will be offered to the extent that component supply allows the repairs. Used units may be sold or loaned while available.

Skip-Line will notify all known active users of discontinued products, as well as publish on our website, at least one year prior to the end of extended support periods.

At the end of the product support period, we will do our best to provide customers with support, however, our support team will no longer be actively trained to support or repair these products. Reliance on non-supported products for active field work is strongly discouraged.

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