



July 27,2021

Rev.A

Relay2 Inc.

Relay2 policy for Product Discontinuation

(1) Product Discontinuation

Relay2 shall provide Master Distributor with at least One hundred-eighty (180) days prior written notice of any Product discontinuation. After that, the general agent will promptly notify the partner in writing (including e-mail).

(2) End of Support

Relay2 will continue to support hardware and AP operating software for five years from the date of Product Discontinuation. For five years from the date of hardware discontinuation, repair or successor products will be provided according to the RMA (Return Merchandise Authorization) process.

Note1: In order to use this support, it is a prerequisite that you have a continuous contract for cloud license. If the license agreement is not renewed, support from the cloud controller will not be possible and software will not be updated.

Note2: The free hardware warranty period (1 year) will be extended only if you have a continuous contract for the standard license for using the cloud controller from the time of purchasing the access point, but it will not be extended beyond 5 years from the discontinuation of product production. Standard license :“L-CS-NWT-BUN-1Y / 3Y / 5Y” is required, and other limited licenses “L-CS-LIMITEDWIFI-1Y” and “L-CS-LIMITEDDCS-1Y” do not apply to the extension. If the product is discontinued during the extension of the free warranty period and it becomes impossible to provide the same model, we will provide a successor product.

(3) End of Sales

Master Distributor will determine the end date of sales based on the final production plan from Relay2, the inventory, and the forecast from the partners and notify you.

List of Product Discontinuation

Product Name	Product Discontinuation	End of support	Note
RA275-8GB	2019/10/1	2023/9/30	

(end)