

MANTRA

Identity Devices & Systems Business Unit

GLOBAL PRODUCT LIFE CYCLE POLICY

PURPOSE

Mantra Identity Devices & System (MIDS BU) is one of the Business Unit of Mantra Softech India. The purpose of this Product Life Cycle Policy is to define the life cycle stages applicable to MIDS BU products and to establish the framework governing product availability, support, maintenance, upgrades, repairs, and transition planning throughout the product life cycle. This Policy is intended to provide customers, distributors, partners, and service providers with clear visibility regarding product status, support commitments, and migration requirements.

1. Product Life Cycle Stages

A. Active Stage

Products classified as Active are commercially available for sale and are fully supported by MIDS BU. During the Active stage, MIDS BU shall provide technical support, warranty services, repair services, spare parts availability, firmware and software updates, and product enhancements where applicable.

B. Mature Stage

Products designated as Mature remain available for sale and fully supported. Customers may be advised to evaluate successor products that provide enhanced features, performance, or long-term support benefits.

C. End of Sale Stage (EOS)

MIDS BU reserves the right to declare a product as End of Sale (EOS) at its sole discretion based on business, technical, regulatory, supply chain, operational, or market considerations.

Upon an End of Sale announcement, the affected product shall no longer be available for new orders, purchases, or deployments. However, the following provisions shall continue to apply:

- Existing warranty obligations shall remain valid for the duration of the applicable warranty period.
- Technical support services shall continue to be provided in accordance with the applicable support and maintenance policies.
- Repair and maintenance services shall remain available, subject to the availability of spare parts, components, and technical resources.
- Existing contractual commitments, service agreements, and customer obligations shall remain unaffected and shall be honored in accordance with their respective terms and conditions.
- MIDS BU does not guarantee the availability of a successor, replacement, or alternative product for any product designated as EOS or EOSL.
- MIDS BU does not guarantee that any successor product will be technically or commercially identical to the discontinued Product.

D. End of Service Life Stage (EOSL)

A product may be designated as End of Service Life (EOSL) at MIDS BU's sole discretion based on business, technical, regulatory, supply chain, operational, or market considerations. Upon EOSL designation, the product is no longer actively maintained or supported.

For the avoidance of doubt, an EOSL designation shall not curtail or terminate any warranty that is already in effect. All valid warranty obligations shall continue until the applicable warranty expiration date in accordance with the Product Warranty Policy.

Following an EOSL declaration:

- Technical support services may be limited, restricted, or discontinued.
- Repair, replacement, and maintenance services may no longer be available.
- Availability of spare parts, replacement units, and accessories is not guaranteed.
- Firmware updates, software updates, enhancements, and maintenance releases may cease.
- Security updates, vulnerability remediation, and security patches may no longer be provided.
- Service Level Agreements (SLAs), response time commitments, and support obligations may no longer apply.
- Compatibility testing with new operating systems, third-party software, hardware platforms, or regulatory requirements may no longer be performed.

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- Customers may be required to migrate to a successor or alternative product to continue receiving support and maintenance services.

2. End of Sale (EOS) Notice

MIDS BU reserves the right to determine the timing of End of Sale (EOS) announcements based on business, technical, regulatory, supply chain, operational, or market considerations.

Where commercially reasonable and practicable, MIDS BU may provide advance notice of an EOS designation through appropriate communication channels, including customers, partners, distributors, authorized resellers, the MIDS BU website, service portals, email notifications, or other official product communications.

An EOS notice may include, but is not limited to, the following information:

- Product name, model number, and identification details.
- Effective End of Sale (EOS) date.
- Last order date for new product purchases.
- Recommended replacement, successor, or alternative products, where available.
- Applicable support, maintenance, warranty, and service timelines.
- End of Service Life (EOSL) projections or related life cycle milestones, where applicable.

3. End of Service Life (EOSL) Notice

A product may be designated as End of Service Life (EOSL) at MIDS BU's sole discretion based on business, technical, regulatory, supply chain, operational, or market considerations. Upon EOSL designation, the product is no longer actively maintained or supported.

For the avoidance of doubt, an EOSL designation shall not curtail or terminate any warranty that is already in effect. All valid warranty obligations shall continue until the applicable warranty expiration date in accordance with the Product Warranty Policy.

Following an EOSL declaration:

- Effective End of Service Life (EOSL) date.
- Remaining support, maintenance, and service options available prior to the EOSL date.
- Availability of spare parts, replacement units, and repair services, if any.
- Recommended migration paths, upgrade options, or transition guidance.
- Alternative, successor, or replacement products, where available.
- Applicable timelines for the discontinuation of technical support, repairs, software maintenance, firmware updates, and security updates.

4. Customer Responsibility

Customers are responsible for managing the life cycle of products deployed within their environments and for taking appropriate actions to minimize operational risks associated with product obsolescence.

Customers shall be responsible for:

- Planning and executing product migration, upgrades, or replacements prior to the applicable End of Service Life (EOSL) date.
- Maintaining operational continuity through timely evaluation, budgeting, procurement, and deployment of replacement products or solutions.
- Monitoring, reviewing, and responding to life cycle notifications, announcements, and communications issued by MIDS BU.
- Evaluating recommended successor, alternative, or replacement products where such recommendations are provided by MIDS BU.
- Maintaining adequate spare parts, replacement units, and inventory where business continuity requirements necessitate the continued operation of End of Sale (EOS) or End of Service Life (EOSL) products.
- Assessing and managing any operational, security, compliance, or business risks associated with the continued use of EOS or EOSL products.
- Ensuring that internal systems, applications, and processes remain compatible with any replacement or successor products adopted following product retirement.

5. EOSL Impact

Following EOSL designation, all support services shall be provided solely at MIDS BU's discretion and subject to resource and spare-part availability.

Customers are encouraged to migrate to currently supported products to ensure continued operational reliability, security, and serviceability.

Continued use of EOSL products shall be at the customer's sole risk.

6. Force Majeure

MIDS BU shall not be liable for delays or failure to provide life cycle-related notifications, support, repair services, spare parts, or product transition assistance resulting from events beyond its reasonable control, including but not limited to natural disasters, war, civil unrest, labor disputes, transportation disruptions, pandemics, supply chain shortages, government restrictions, or actions of third-party manufacturers.

7. Limitation of Liability

Under no circumstances shall MIDS BU be liable for any indirect, incidental, consequential, special, punitive, business interruption, loss of profit, loss of revenue, loss of data, or goodwill

damages arising from product discontinuation, EOS designation, EOSL designation, migration activities, or unavailability of replacement products.

The total liability of MIDS BU arising under this Policy shall not exceed the original purchase price of the affected product.

In no event shall MIDS BU be liable for any costs associated with customer migration, replacement procurement, business continuity measures, system redesign, or operational downtime resulting from EOS or EOSL designation.

8. Support Exceptions

MIDS BU reserves the right to discontinue support, repair services, firmware updates, software updates, or spare-part availability earlier than stated where required due to regulatory restrictions, cybersecurity vulnerabilities, regulatory prohibition, supplier insolvency, component discontinuation, third-party component discontinuation, cybersecurity concerns, or supplier constraints.

9. Governing Law & Jurisdiction

This Policy shall be governed by and construed in accordance with the laws of India, without regard to conflict of law principles.

Any dispute, controversy, or claim arising out of or relating to this Policy shall be subject to the exclusive jurisdiction of the competent courts located in Ahmedabad, Gujarat, India.

The parties irrevocably submit to the jurisdiction of such courts for the resolution of any disputes arising under this Policy.

10. Export Control & Sanctions

MIDS BU shall not be obligated to provide support, repair services, replacement products, spare parts, firmware updates, software updates, or any other services where prohibited by applicable export control laws, trade sanctions, embargo regulations, or governmental restrictions.

11. Language

In the event of any inconsistency between translated versions of this Policy, the English language version shall prevail and govern.

12. Policy Validity

MIDS BU reserves the sole right to amend, modify, suspend, replace, or withdraw this Policy at any time. Such modifications shall become effective upon publication on the applicable MIDS BU website, portal, or official communication channel.

The latest published version shall supersede all previous versions.

13. Cross Reference

This policy forms part of MIDS BU's Product Support Framework and shall be read together with the applicable Product Warranty Policy, Service Policy, RMA Policy, AMC Policy, AMC Agreement, SLA Agreement, quotation, purchase order, and other contractual documents.

In the event of any conflict between this Policy and a separately executed agreement, statement of work, service agreement, purchase order, or other contractual document signed by the parties, the terms of the executed agreement shall prevail to the extent of such conflict.

Contact Information

For warranty claims and technical support:

Email : support.identitysystems@mantratec.com

Website : <https://identitysystems.mantratec.com>

Support Hours : **Monday–Friday, 09:00–18:00 IST (excluding public holidays)**