

Xaar End of Life Policy

Background

There are various reasons why a product reaches the end of its product life cycle, these may include market demand shifts away from the product technology/benefits/features, technology innovation by Xaar or its competition, withdrawal of third party components and ongoing development of the product range that sees a replacement product cannibalising the existing one(s).

Xaar recognises that customers intending to commercialise Xaar-based inkjet solutions would like to secure continuity of supply. Xaar's customers may be looking for commitment from Xaar to supply product for several years.

With that in mind this document defines Xaar's End of Life policy to help our customers manage their own End of Life programmes and to help Xaar's Customer to migrate to alternative Xaar products and technology.

1. End of Life - What does it mean?

The product or group of products will no longer be available for sale and so action must be taken to stop the sale and support of the products, with minimal impact to the customer or Xaar.

2. Policy Guidelines

As a general rule Xaar can commit to a product lifetime for Xaar-manufactured products (to include all printhead sub-assemblies and related fittings and fixtures) for at least seven years from Product Introduction (being the date of the first commercial shipment or official launch date which ever is first). There may be occasions where, if products can be directly replaced by other Xaar products that are directly backward compatible and provide equal or better fit, form and function, then products may have a life less than seven years.

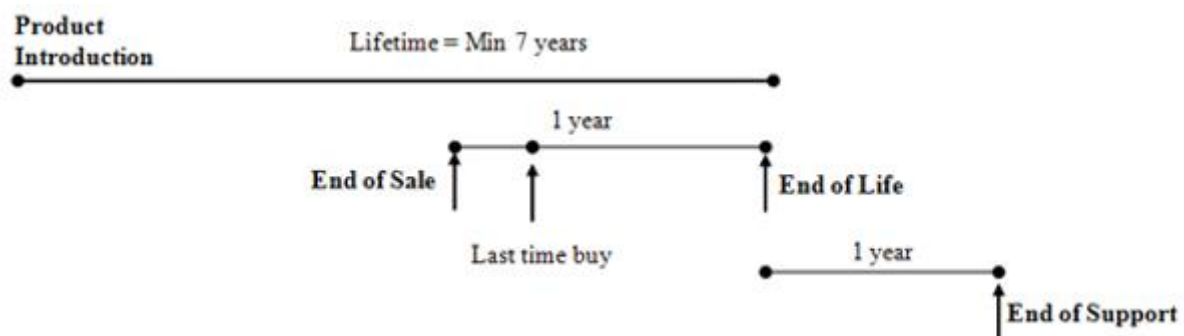
It may be that some products may have a life longer than seven years' product lifetime, however this will be at Xaar's sole discretion.

System components (which include drive electronics, software, and ink supply systems) and are primarily third party manufactured products, have a product lifetime of at least three years from introduction.

Pricing of all parts and spares parts following the announcement of a product's End of Life may be subject to change dependent on supply availability.

3. End of Life Milestones

Xaar's End-of Life milestones are presented below:



3.1 End of Sale

This is the date the product is withdrawn from sale and will not be sold to any new customers. This announcement would typically be communicated to existing customers as part of the statement that the product is End of Life. Following this announcement, customers may be offered the opportunity to make a last time buy to be supplied no later than the End of Life date. Xaar shall continue to provide support to the customer with regard to the product however there will be no further hardware or software development of the product.

3.2 End of Life

The End of Life date is the date when Xaar ceases to supply or ship product to customers (including any last time buy).

3.3 End of Support (EOSt)

Following End of Life Xaar will provide the customer with RMA replacement of the product for a period up to twelve months from End of Life. Any requests for software bug fixes will be considered on a case by case basis.