

ASSA ABLOY End-of-Life Cycle Policy

ASSA ABLOY is continually striving to bring new products, features and solutions to market that help our customers. Associated with the continuing life cycle of product innovation, we will on occasion discontinue the sale of certain products and provision of services related to those products ("End of Life"). To assist our customers in transitioning from legacy products to newer technology and next generation products, features and solutions, ASSA ABLOY has established the End of Life Cycle Policy

The general policy guidelines are:

1. Developing new products, features and solutions
 - 1.1 When developing new products, features and solutions ASSA ABLOY entities should consider the planned or likely life cycle of those products, features and solutions.
 - 1.2 Consideration should be given to the various elements that make up particular products, features and solutions, since their individual life cycles may not be fully aligned. E.g., software apps are more likely to have a shorter anticipated life cycle than the hardware they serve.
2. Notice of End of Life
 - 2.1 As a general rule, ASSA ABLOY will provide a maximum of 6 months' notice of the affected product, feature and solution's end-of-sale date and/or the last day when the affected product, feature or solution can be ordered or will be supported. This notice will appear on the appropriate website(s).
 - 2.2 Access to ASSA ABLOY's Customer Service and Support team will be at the times set out below for a period of 4 years from the end-of-sale date for hardware, operating system software issues and application software issues.
3. Spare or Replacement Parts.
 - 3.1 Spares or replacement parts for hardware will be available for a period of 4 years from the end-of-sale date. We will provide spares and replacement parts in accordance with our Returns process.
 - 3.2 Where exact like for like replacements cannot be supplied, ASSA ABLOY will provide an alternative product of equal performance and value.

4. Software Support

4.1 Software support will be as follows:

- a. For the 2 years following the end-of-sale date, we will provide bug fixes, maintenance releases, workarounds, or patches for critical bugs reported via the customer service and support team.
- b. After the first 2 years we will provide bug fixes, maintenance releases, workarounds or patches for critical updates for a period of 2 years for the relevant apps. It may be necessary to use software upgrade release to correct a reported problem bearing in mind that we may face compatibility restrictions out of our control on both iOS and Android which are entirely governed by Apple and Google respectively making it not possible to update the software/apps.

Standard Guideline for End-of-Life Milestones						
Milestone	6 months	Day 0	1 year	2 year	3 year	4 year
End -of-Sale Notice Period		End-of-sale date				
Software/Apps maintenance support						
Hardware Repair or Replacement			From end of guarantee period			
Customer Service and Support						

Changes to ASSA ABLOY’s End of Life Policy

- 5.1 The terms set forth in this End of Life Policy may also be modified by the specific terms and conditions contained in any applicable warranty, End of Life notification, or other binding agreements between the parties specifically related to the subject matter herein.
- 5.2 Although every effort will be made to support End of Life products in accordance with our End of Life Policy, ASSA ABLOY reserves the right to change its Policy as it deems appropriate. ASSA ABLOY will announce any changes to the End of Life Policy through the appropriate ASSA ABLOY Website.

5. Glossary of terms

Here is an explanation of some of the terms that we have used in this notice:

End of Product Life Cycle: A process that guides the final business operations associated with the product life cycle. The end-of-life process consists of a series of technical and business milestones and activities that, once completed, make a product obsolete. Once obsolete, the product is not sold, manufactured, improved, repaired, maintained, or supported.

End-of-sale date: The last date to order the product through ASSA ABLOY point-of-sale mechanisms. The product is no longer for sale.

Hardware: The physical product and its physical components.

Applications/ Software: The applications/Software that runs on ASSA ABLOY hardware.

Software Maintenance support: The time period that ASSA ABLOY may release any software maintenance releases or bug fixes to the software product. After this date, ASSA ABLOY will no longer develop, repair, maintain, or test the product software.