

## 2022 Havis Service and Repair Policy Guidelines (Effective Date: May 1, 2022)

It is the policy at Havis, Inc. that all repair requests from Partners, Resellers, and End-User Customers adhere to the guidelines of the Havis Service and Repair Policy Guidelines.

**Scope:** Service Delivery for Havis Computing and Power Management Products

**Purpose:** To standardize communications regarding technical support requirements, support options, shipping responsibilities and returned product disposition. To establish timing expectations based on warranty determination.

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### **Overview**

The Havis Technical Services Department is committed to providing advanced technical support and depot-level repair services on all computing, connectivity, and power management products for a minimum of 5 years from End of Production (subject to availability of OEM parts).

Havis offers technical support and repair services to all users (directly) for Havis products that are active in the Service Life Cycle Schedule.

To help manage and maintain awareness of product performance and related issues, Havis tracks all support and repair requests:

- Support requests are issued a Technical Support Ticket number
- Repair requests are issued a Service Order number

Product servicing is effected in accordance with the applicable product warranty:

- Standard Limited Warranty (3 years coverage, quality and manufacturing defects)
- Enhanced Protection Plan (3 to 5 years coverage, bumper to bumper coverage for all user damage)
- Service Agreements (contractual terms based on end-user need and approved process)

All non-warranty charges for services and/or repairs which are not covered under a warranty or service contract will be quoted for payment before being placed into the workflow.

All products returned for service will be provided a 6-month service warranty for parts and labor on the components repaired/replaced.

When possible, Havis will offer retrofit and conversion services on products to accommodate configuration and application/use requirements; these services are offered as a courtesy and subject to approval.

All requests for exceptions to this service policy should be directed to the [Havis Technical Services Manager](#) for review, discussion, and approval.

## **Havis Technical Services Contact Information**

### **Phone Contact (Technical Support and Repair Services):**

Call Havis Tech Support (800) 458-3410

- Havis Technical Support will assist to diagnose and resolve the issue prior to returning the unit
- If Havis is unable to resolve the issue, a Service Order will be issued
- *If Havis Technical Support recommends the unit be returned, **Test and Evaluation fees will not be assessed***
- Havis will send an email containing the Service Order (and return instructions) to the requesting individual

### **Email Contact (Technical Support or Repair Services):**

Send Email Directly to Havis ([RMA@Havis.com](mailto:RMA@Havis.com))

- Introduce yourself, include all relevant contact information (requesting individual, department/agency, etc.)
- Include the serial number of the unit, a brief description of the issue, and a confirmed shipping/billing address
- Havis will send an email containing the Service Order (and return instructions) to the requesting individual

### **Website Contact (Repair Services):**

Complete Return for Repair Form online (<https://customers.havis.com/index.php/support/repair-claim>)

- When submitted, notification is sent to Havis Technical Services team
- Havis will review the Service Order request and contact the requestor with questions (if required)
- Havis will issue the Service Order to the requesting individual (may take up to 24 hours)
  - o Service Order will be processed using the information provided
  - o If requesting on behalf of another individual, please provide correct information
  - o If shipping and billing information is different, please provide correct information
- Havis will send a 'Service Order' email containing:
  - o Service Order requestor and account name
  - o Service Order Return information and return requirements
  - o Service Order paperwork (PDF file attachment named by assigned SR Number)

### **Service Issues/Escalation Contact:**

Havis customers can escalate any/all service and support questions, concerns, or complaints to:

Rick Jackson

Technical Services Manager

[rjackson@havis.com](mailto:rjackson@havis.com)

(734) 656-4124

## **Technical Support Services**

### **CUSTOMERS ARE ENCOURAGED TO CONTACT HAVIS TECHNICAL SUPPORT (Call 800-458-3410)**

Customers and End-Users can reach out to Havis (directly) for assistance in diagnosing issues contributing to performance and functional failures.

Requests for repairs (Service Order number without first contacting Havis Technical Support Services) may incur additional charges for Test and Evaluation Bench Fees (if the unit(s) are No Problem Found). If a customer contacts Havis Technical Support and it is determined the Havis product should be working, based on what was learned during the call, *Havis will endorse the return and waive all Test and Evaluation Bench Fees.*

The Havis Technical Support Services staff can assist with identifying potential issue-contributors, providing troubleshooting steps, isolating most-likely causes, and help determine the best path forward to resolution.

Havis' Technical Services Team has a very high success rate in remote resolution (more than 80% of all complaints and concerns are resolved with no product returned for service). In many cases, product performance and functional failures are caused by underlying issues such as insufficient power source/ground wiring, outdated BIOS/FW, computer settings/configurations, missing drivers, and/or other similar integration-type causes.

The Havis Technical Services team works directly with Havis Engineering and Computer/Peripheral OEM Partners to escalate system-level issues impacting performance; this is offered to Havis product users even if the issue is not caused by the docking station.

Havis offers the following Technical Phone Support Services *to all users of Havis Computing Solutions*, free of charge:

- Equipment installation and application support/assistance
- Computer settings and configuration support/assistance
- System BIOS/firmware and driver support/assistance
- System-level troubleshooting and resolution support/assistance

**\*PLEASE NOTE\*** Units that are damaged (bent pins, damaged ports, broken hardware, etc.) do not require technical support; they will require a Service Order number and returned for repair.

## **Product Repair Services**

### **Return for Repair**

When a product has been diagnosed as a potential defective (physical inspection or technical support service call), the product will need to come back to Havis for inspection, test, and evaluation. Havis will then perform a full assessment of the product's functions and features to determine if it is non-conforming. If defective, Havis will repair or replace (at Havis' discretion, if non-serviceable); if it is No Problem Found, Havis will charge the customer a Test and Evaluation Bench Fee for services rendered (Test/Evaluation fees are not covered under the product warranty; Test and Evaluation fees can be waived with Technical Phone Support). If a customer chooses not to repair a returned product that is diagnosed with a non-warranty defect, charges may apply for test and evaluation, return shipping, or a both.

### **Sole Source Service Provider**

*Domestic (United States) Customers:*

The Havis Technical Services Department is the ONLY authorized repair agent for Havis Computing Solutions (Docking, Displays, Keyboards, Hubs, ChargeGuard, etc.). Havis continues to maintain its status as a "Sole Source Service Provider" and does not outsource technical services; any attempts to repair and/or service products by a non-Havis authorized representative will void the warranty.

*International Customers:*

Havis has Regional Service Centers for many international customers/end-users. For international customers, the Havis Regional Service Center is the primary (Sole Source) for product servicing; any attempts to repair and/or service products by a non-Havis authorized representative will void the warranty.

If you are an international customers, please contact Havis Technical Services for information related to Havis Regional Service Centers.

### **Parts and Components**

Havis does not sell parts, components, or subassemblies to non-authorized entities (or third-party service providers). At the sole discretion of Havis, some top-level components can be replaced by the customer; these are components that are easily replaced without compromising the mechanical integrity of mounted equipment (housing, connectors, circuit boards, etc.). As well, Havis may choose to enter into private agreements with individual end-users that require self-service repair activities; the requests will be considered on case-by-case basis, can only be approved by the Havis Technical Services Department, and must be managed through a Service-Level Agreement Contract.

### **Warranty Servicing**

For all approved warranty claims, Havis will service the returned product (immediately) upon completion of incoming inspection. For more information, please see the "[Warranty Servicing](#)" section of this policy.

### **Non-Warranty Servicing**

For all NON-warranty or Out-of-warranty return charges, Havis will provide a quote *prior* to repairing equipment; this allows the customer an opportunity to decide if the cost of repair is more economical than purchasing a replacement unit. The quoted repair costs are all-inclusive, meaning there is a flat-fee for all test and evaluation, parts, labor, packaging, and return shipping. Repair services will not begin until payment has been received.

All unpaid, NON-Warranty returned units *Returned Unrepaired* will be invoiced the Test and Evaluation Bench Fee to cover the cost of services rendered during the inspection, evaluation, and diagnosis of defective components stages of the Service Order Process. For more information, please see the "[Service Order Processing and Invoicing](#)" section of this policy.

## Warranty Servicing

### Warranty Determinations

All returns are subject to inspection and warranty determination (in accordance with the applicable product warranty). A valid warranty claim can only be approved by an authorized Havis repair representative. Product repair costs associated with customer returns determined to be “in warranty” will be covered according to the guidelines and agreements in the applicable Havis, Inc. warranty.

Product warranties are void if the product has been opened, altered, modified or tampered with (in any way).

Havis is not responsible (or obligated to offer) product retrofit/upgrades necessary to accommodate forward compatibility to new computing systems; Havis is not responsible (or obligated to offer) any product retrofit/upgrades necessary to change one product to a newer generation of product offered.

### Havis Standard Limited Warranty (Summary)

*Specific details of the Havis Standard Limited Warranty can be found on the [Havis website](#).*

Length: 3 Years (36 Months); start date is Havis ship date, + 3 month consideration for install (36+3 Months)

Coverage: Product Quality Defects (material and workmanship)

Shipping: ONE WAY (Havis pays for return shipping to the customer)

Common claims not covered/approved: Customer induced damage due to mishandling, misuse, modification, insufficient wiring, electrical over stress, misapplication, environmental exposure, corrosion, damage due to cleaning agents, etc.; this includes damaged pins, broken peripheral ports, stripped mounting features, etc.

### Enhanced Protection Plan Warranty (Summary)

*Specific details of the Havis Enhanced Protection Plan Warranty can be found on the [Havis website](#).*

Length: 3-5 Years (36-60 Months); start date Havis ship date, +3 month consideration for install (+3 Months)

Coverage: Customer Induced Damage + System Induced Defects + Product Quality Defects (up to 2 Board or Connector replacements per serial number)

Shipping: TWO WAY (Havis pays for return shipping from and to the customer)

Common claims not covered/approved: NON-IP rated products used in applications requiring IP rated products; damage due to ingress (chemicals, water, dust, etc.); this includes corrosion, and seized mechanical components.

### NON-warranty Determinations

In the event a product is returned and deemed “non-warranty”, charges will be assessed and costs must be paid prior to the commencement of service.

#### THE FOLLOWING ARE EXAMPLES OF NON-WARRANTY DETERMINATIONS:

**CUSTOMER INDUCED DAMAGE:** The Standard Limited Warranty SPECIFICALLY EXCLUDES ALL CUSTOMER DAMAGE to mating pins and connectors, peripheral ports, housing and mounting features, handles, locks, etc..

**ELECTRICAL OVERSTRESS (EOS):** Electrical overstress (EOS) can damage electrical/electronic components in any number of ways, typically presents with signs of blown fuses, burned components or pins, excessive heat generation, short-circuited components, open-circuit components, etc.; in cases of returns diagnosed with EOS due to application/use, the return will be determined as non-warranty and quoted for repair.

**UNAUTHORIZED REPAIR/MODIFICATIONS:** All returns determined to be disassembled, repaired, or modified by an unauthorized (non-Havis) entity will be determined as non-warranty and quoted for repair.

### No Problem Found

All returns processed through the Havis Test and Evaluation process, and determined to be 100% functional, will be considered ‘No Problem Found’ (NPF). No Problem Found determinations are NOT considered warranty returns and charges will apply; please see the [Test and Evaluation Bench Fees section](#) for more information.

## **Legacy Product Servicing**

### **Legacy Products:**

Havis define legacy products as products that are out of production more than 5 years or utilize discontinued tablets and computers that are no longer actively serviced and supported by the computing OEM partner.

### **Legacy Service and Support:**

At its sole discretion, Havis offers Legacy Service and Support for legacy products that utilize compatible hardware and OEM electronics, when possible.

Legacy Service and Support capabilities may be limited due to availability of parts, components and/or software:

- Havis cannot guarantee full service and support capabilities if parts and components are not available
- Havis cannot guarantee full service and support capabilities if operating systems, device drivers, etc. are no longer supported by the manufacturer

Legacy Support is offered in the form of repair or replacement at the discretion of the Havis Technical Service Department. If the best course of action is determined to be replacement, actual costs (extended) to the customer will not exceed 65% of the published Manufacturer's Suggested Retail Price (MSRP).

For all situations resulting in replacement, Havis takes ownership of the returned equipment – disposition is decided at the discretion of Havis. Current legacy users may choose to purchase replacement docking stations to facilitate maintenance and repairs within their existing fleets; this is limited to availability of requested units on a first come/first serve basis (with the approval of the Regional Sales Manager).

### **Legacy Eligibility:**

Legacy Service and Support Eligibility is determined by product age, component availability, and total cost of service.

Individual customer exceptions for Legacy Service and Support (extended service period) beyond the scheduled End of Service Life date can only be approved in conjunction with an active refresh project (in-process, determined and endorsed by the Havis Regional Sales Manager).

## Service Order Processing and Invoicing

### Service Order Processing

Havis processes all in-coming inspections in the order received.

All returns MUST have an assigned Service Order prior to shipping to Havis.

Havis provides a Service Order Acknowledgement email to customers requesting a return for repair:

- Customers MUST print, sign, and date the Service Order Acknowledgement email
- Customers CONSENT to Test and Evaluation Bench Fees, if applicable

Havis prioritizes work flow based on warranty determination and repair timing expectations:

- All units determined to be No Problem Found will be returned to the customer (immediately) upon completion.
- All units determined to be defective (in-warranty) will repaired and returned to the customer (immediately) upon completion
- All units determined to be defective or damaged (non-warranty) will be quoted for repair
  - When payment is received: repaired and returned to the customer (immediately) upon completion
  - When payment is NOT received:
    - Reminder email (quote) sent in 15 days
    - Final email (must claim) sent in 30 days
    - Product returned (unrepaired) to the customer at 45 days

### Invoicing

Havis provides invoices/receipts for all returns processed through the Service Department:

- Invoices/receipts are sent to the customer requesting repair
- Invoices/receipts will not be sent to a non-paying, third party individual without the expressed (written) permission of the original requestor

NON-Warranty (Quoted) Invoicing/receipts: Invoices for quoted/paid repairs will NOT exceed the amount of quoted costs

Test and Evaluation Fee Invoicing: Customers acknowledge and consent to the \$75 Test and Evaluation Bench Fee when returning product. Havis may send invoices for Test and Evaluation Bench Fees without sending additional quotes, Test and Evaluation Bench Fees are invoiced for the following:

- All products returned for Test and Evaluation and determined to be No Problem Found
- All products returned for Test and Evaluation and determined to be:
  - Unpaid, NON-Warranty damage or defect requiring repair (Returned Unrepaired)
  - Unpaid, NON-Warranty quoted services (returned as-is)

**\*PLEASE NOTE\*** Any unit *Returned Unrepaired* due to Unpaid, NON-Warranty damage or defects requiring repair will not be authorized for a second return UNLESS: pre-arranged payment authorization (CC or Purchase Order) is received prior to being returned a second time.

## **Product Return Shipping Requirements**

### **General Shipping Requirements:**

Havis recommends using a carrier that allows for tracking and insurance against shipping damage and/or property loss. Havis will not be held responsible for lost packages or products damaged during shipping.

Return packaging **MUST** have a Havis issued Service Order number on the outside of the package; Havis may refuse the package if a Service Order is not provided and the return cannot be easily cross-referenced by (serial number) to an existing Service Order.

***DO NOT*** return mounting brackets, mounting hardware, power supplies and cables, or peripheral equipment ***unless specifically instructed to do so by Havis Technical Support.*** Havis will not be held responsible for additional items/equipment not included with the Service Order.

### **General Packaging Requirements:**

All returned items must be packaged properly to protect against damage due to shipping and handling.

Packaging material is not provided by Havis. It is the customer's responsibility to obtain suitable packaging material. Havis recommends utilizing the original product packaging material (if available). If the original product packaging material is not available, the customer is responsible for ensuring all products are packaged using these general packaging requirements:

- Returned product must be cleaned and free of dirt, debris, dust, chemicals, and contaminants; equipment that is received in a non-serviceable condition due to cleanliness may be rejected.
- Returned product must be packaged (securely) in a properly rated shipping container for the weight of the packaged product.
- A minimum of 2" of suitable packing material (packing foam or bubble wrap) must surround all sides of each packaged product.
- If more than one unit is included in a box, a minimum of 2" of suitable packing material must be placed between each individual product; two parts should never touch inside a box (they will get damaged during shipping)
- Each box **MUST HAVE** the assigned Service Order number written on the outside of the box in large, bold text (recommend at least two individual sides).

**\*CAUTIONARY ADVISEMENT\*** Please **DO NOT** use packing peanuts or shredded newspaper (these are not suitable packing material and will damage electronics – this will void the warranty).

## **Shipping Costs**

Responsibility for shipping costs will be determined by the applicable product warranty and/or approved product service agreements for individual customer accounts.

Havis offers all shipping services through UPS Ground Transportation; expedited shipping costs are the responsibility of the customer.

### **Standard Limited Warranty:**

Havis covers ONE WAY shipping for product covered under the Standard Limited Warranty. Havis does not provide shipping labels, Havis does not issue call tags; this is common/acceptable practice for all OEM factory warranties.

Standard Limited Warranty Shipping Cost Assignments:

- Customer is responsible for packaging material; Havis will not provide packaging
- Customer is responsible for shipping costs; Havis will not provide a return shipping label
- Shipments TO Havis: Customer will pay all costs (in full) and ship to the address on the Service Order:
  - Returns shipped collect will be rejected
  - Returns shipped to the incorrect address will not be retrieved by Havis
- Shipments FROM Havis: Havis will pay all costs (in full) and ship to the address provided in the request:
  - Completed Service Orders will be shipped to the address requested
  - Orders shipped on Purchase Order will ship to the Purchase Order 'Ship To' address

### **Enhanced Protection Plan:**

Havis covers TWO WAY shipping for product covered under the Enhanced Protection Plan Warranty. For customers that chose to pay for Enhanced Protection, Havis will provide return shipping labels; this is a benefit of purchasing the Enhanced Protection Coverage.

Enhanced Protection Plan Shipping Cost Assignments:

- Customer is responsible for packaging material; Havis will not provide packaging
- Havis is responsible for all shipping costs (Havis will provide a shipping label)
- Havis will email a UPS label when the Service Order is assigned
- Havis will not issue a call-tag; customer must arrange pick-up (or drop off at UPS store)

### **Allowable Exception(s):**

Havis offers exceptions for shipping costs under the following conditions:

- Havis offers a 90 day Out Of Box (OOB) period for replacements (new units, not deployed)
- Customer is actively engaged in an ongoing service campaign (Havis approved service campaign)

### **International Return(s) Shipping Standards**

Havis has Regional Service Centers for many international customers/end-users.

All international customers are encouraged to utilize Regional Service Centers, when available, to minimize cost and timing associated with product repair. Please contact Havis Technical Support for more information on available service centers local you region.

For international users returning product to the United States, customer/end-user is responsible for shipping costs TO Havis (including prepaid taxes and duties). Upon completion of repair, return shipping costs TO the customer/end-user will be determined by warranty status:

- Approved Warranty Repair: Havis pays return shipping costs (taxes and duties pre-paid);
- Non-Warranty and No Problem Found Repairs: Customer/End-user pays return shipping costs (plus taxes and duties)
- Havis will not be responsible for selecting/appointing a broker for international packages, Havis will not be responsible for brokerage fees (regardless of warranty status).

## Test and Evaluation Bench Fees

Havis invests a considerable amount of time and effort on product returns for inspection, test, and evaluation; this process is performed on all products returned for service. This critical effort identifies issues, diagnoses problems, and ensures all product is conforming to design requirements and product specifications. This evaluation is performed on all electrical and mechanical components and subassemblies; this evaluation also includes functional and performance testing using industry standard equipment and software.

For reference: A large portion of this time is dedicated to the customer complaint assessment and product inspection during the Test and Evaluation Bench testing (before a product is repaired):

- Customer complaint review
- External visual inspection (configuration, damage, wear, exposure, etc.)
- Initial Functional Bench Test (if no damaged electrical components, confirm customer complaint)
- Internal Visual Inspection (tear-down evaluation, assembly inspection)
- Rebuild/Dock Assembly (update to last production release level)
- Post-inspection Functional Bench Test (determine if anything changed)
- Inspection assessment and confirmation (validate complaint, different issue, no issue)
- Final Bench Test (extended test, all functions, all ports to include power/charge/load/data)
- Final Assessment (Requires Repair, No Problem Found)

Products returned under warranty (that require repair) will not be charged a Test and Evaluation Bench Fee.

The Test and Evaluation Bench Fee (\$75 per each unit returned) applies to the following returns:

- ALL products returned that are determined to be No Problem Found
- ALL products returned Out of Warranty period
- ALL products returned for damage not covered under an existing warranty
- ALL products returned with environmental exposure/corrosion

If additional repair charges are required, the \$75 Test and Evaluation Bench Fee will be credited towards those charges and included in the quoted repair costs.

### **\*PLEASE NOTE\***

- The Test and Evaluation Bench Fee can be waived if the customer utilizes Havis' Technical Support Service and ALL of the following conditions are met:
  - Havis could not help identify/diagnose and issue over the phone
  - Havis recommended sending the unit in for Test and Evaluation
  - Havis determined the returned product No Problem Found
- The intent of Test and Evaluation Bench Fees is to motivate customers and end-users to troubleshoot problems and identify issues, then implement the necessary steps to prevent GOOD product from being returned to Havis to testing. This also helps reduce cumulative costs of service, minimize cost of ownership, and eliminate unnecessary downtime in the customer fleet.

## Service Time/Turn-around Expectations

### Repair Service Timing Expectations:

Havis is committed to a standard 3-5 business day timing expectation (in-house) for repair services.

Timing expectations are directly influenced by *workload demand, resource limitations, and component availability*. In some rare cases, repairs can be delayed if escalation or reporting is required by a Havis OEM partner.

Repair Service Timing is assessed/measured by the number of business days the product is in the workflow.

Repair Service Timing begins (day one) when the repair is authorized:

- Warranty: Date of Receipt by Havis
- Non-Warranty: Date of Approved Payment (CC payment or PO accepted)
- Service Contract: Date of Authorization (Approved Quote, Current Blanket PO with sufficient funds)

Repairs Service Timing Completion (last day) varies based on the number of returns (by customer, cumulative):

- 1 - 5 units returned will be completed in 3-5 business days
- 5-10 units returned will be completed in 6-8 business days
- Quantities greater than 10 units will be scheduled if total service time exceeds 10 business days

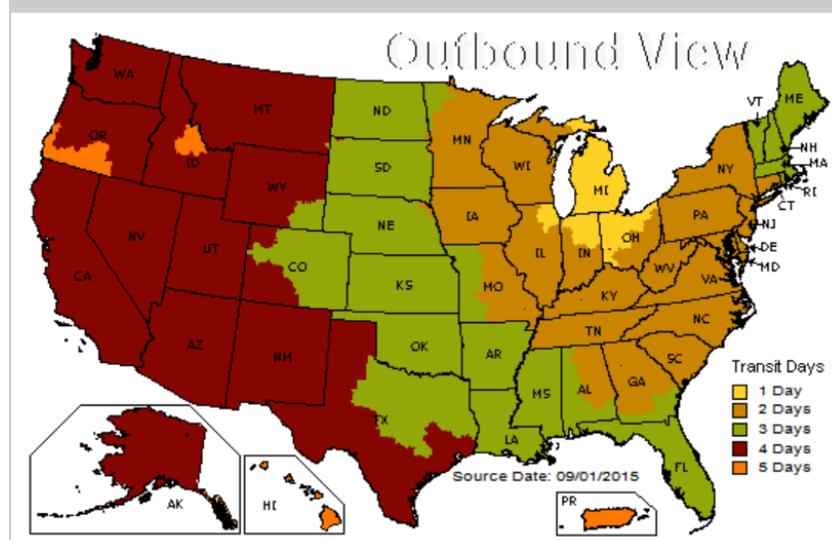
### Repair Service Turn-around Expectations:

Havis is committed to managing realistic expectations for total turn-around timing; this includes transit times (shipping product to and from Havis). Transit timing is not controlled by Havis and will vary according to physical address location and type of delivery address provided by the customer.

The following guideline has been established for timing expectations (all delays removed):

Shipping Time	Inspection	Test/Evaluation	Repair/Refurbishment		Package/Shipping	Shipping Time
Customer to Havis (UPS Ground) Typically 1-5 Days	One Day	One Day	Two Days		One Day	Havis to Customer (UPS Ground) Typically 1-5 Days
	Day 1	Day 2	Day 3	Day 4	Day 5	
In-House Processing Time: Receipt - Repair - Return Ship						
<b>Total Expected Turn-Around (with UPS ground shipping) 7-15 Days</b>						

Business days in transit from: PLYMOUTH, MI 48170



This map is for reference only and represents average transit times. Havis is NOT responsible for shipping delays due to extended UPS Time-in-Transit periods. This map is subject to change at the discretion of UPS and is available through the UPS website (Ground Time-in-Transit Maps).

### Havis Product Service Life Schedule: Panasonic Products

<b>Panasonic Product Service Status Matrix</b>			
<b>Product Series</b>	<b>End Production/Sales</b>	<b>End of Service (Projected)</b>	<b>Legacy Eligible</b>
DS-PAN-110 Series	December 2021	December 2026	Yes, by request
DS-PAN-210/220	August 2017	August 2022	No
DS-PAN-410	September 2019	September 2024	No
DS-PAN-420	December 2019	December 2024	Yes
DS-PAN-430	<b>Still Available</b>	<b>TBD</b>	<b>TBD</b>
DS-PAN-700	December 2019	December 2024	Yes
DS-PAN-720	<b>Still Available</b>	<b>TBD</b>	<b>TBD</b>
DS-PAN-900	<b>Still Available</b>	<b>TBD</b>	<b>TBD</b>
DS-PAN-1000	December 2019	December 2024	Yes
DS-PAN-1010	<b>Still Available</b>	<b>TBD</b>	<b>TBD</b>
DS-PAN-1100	December 2019	December 2024	Yes
DS-PAN-1110	<b>Still Available</b>	<b>TBD</b>	<b>TBD</b>
DS-PAN-1200	<b>Still Available</b>	<b>TBD</b>	<b>TBD</b>
DS-PAN-1300	<b>Still Available</b>	<b>TBD</b>	<b>TBD</b>
DS-PAN-1400	<b>Still Available</b>	<b>TBD</b>	<b>TBD</b>
<b>Out of Service: End of Life</b>			
<b>Product Series</b>	<b>End Production/Sales</b>	<b>End of Service: End of Life</b>	<b>Legacy Eligible</b>
DS-PAN-100	July 2010	December 2017	No
DS-PAN-500	February 2017	February 2022	No
DS-PAN-600	March 2017	December 2021	No
DS-PAN-800	October 2015	October 2020	No

### Havis Product Service Life Schedule: Dell Products

<b>Dell Product Service Status Matrix</b>			
<b>Product Series</b>	<b>End Production/Sales</b>	<b>End of Service: End of Life</b>	<b>Legacy Eligible</b>
DS-DELL-400	December 2018	December 2023	No
DS-DELL-410	December 2021	December 2026	Yes
DS-DELL-420	<b>Still Available</b>	<b>TBD</b>	<b>TBD</b>
DS-DELL-600	<b>Still Available</b>	<b>TBD</b>	<b>TBD</b>
DS-DELL-610	<b>Still Available</b>	<b>TBD</b>	<b>TBD</b>
DS-DELL-700	<b>Still Available</b>	<b>TBD</b>	<b>TBD</b>
<b>Out of Service: End of Life</b>			
<b>Product Series</b>	<b>End Production/Sales</b>	<b>End of Service: End of Life</b>	<b>Legacy Eligible</b>
DS-DELL-100	<b>June 2012</b>	<b>May 2020</b>	<b>No</b>
DS-DELL-110	<b>May 2017</b>	<b>May 2022</b>	<b>No</b>
DS-DELL-220	<b>June 2012</b>	<b>June 2020</b>	<b>No</b>
DS-DELL-230	<b>May 2017</b>	<b>May 2022</b>	<b>No</b>

### Havis Product Service Life Schedule: Getac Products

<b>Getac Product Service Status Matrix</b>			
<b>Product Series</b>	<b>End Production/Sales</b>	<b>End of Service: End of Life</b>	<b>Legacy Eligible</b>
DS-GTC-200	October 2017	December 2022	No
DS-GTC-210	January 2021	January 2026	Yes
DS-GTC-220	<b>Still Available</b>	<b>TBD</b>	<b>TBD</b>
DS-GTC-300	March 2018	June 2023	Yes
DS-GTC-310	<b>Still Available</b>	<b>TBD</b>	<b>TBD</b>
DS-GTC-400	March 2018	June 2023	Yes
DS-GTC-410	<b>Still Available</b>	<b>TBD</b>	<b>TBD</b>
DS-GTC-500	March 2018	June 2023	Yes
DS-GTC-510	<b>Still Available</b>	<b>TBD</b>	<b>TBD</b>
DS-GTC-600	March 2018	June 2023	Yes
DS-GTC-610	<b>Still Available</b>	<b>TBD</b>	<b>TBD</b>
DS-GTC-700	March 2018	June 2023	Yes
DS-GTC-710	<b>Still Available</b>	<b>TBD</b>	<b>TBD</b>
DS-GTC-800	<b>Still Available</b>	<b>TBD</b>	<b>TBD</b>
DS-GTC-900	<b>Still Available</b>	<b>TBD</b>	<b>TBD</b>
DS-GTC-1000	<b>Still Available</b>	<b>TBD</b>	<b>TBD</b>
DS-GTC-1100	<b>Still Available</b>	<b>TBD</b>	<b>TBD</b>
DS-GTC-1200	<b>Still Available</b>	<b>TBD</b>	<b>TBD</b>
DS-GTC-1300	<b>Still Available</b>	<b>TBD</b>	<b>TBD</b>