

Rumell, Kevin

From: Everette Atkinson <eatkinson@ejward.com>
Sent: Monday, November 25, 2019 1:24 PM
To: Rumell, Kevin
Subject: EJ Ward Upgrade: EOL Letter W3
Attachments: EOL Letter for E.J. Ward W3 product line .pdf

Kevin,




Good afternoon and happy holidays.

I am reaching out to inform you that the W3 terminal has reached EOL coming up in 2020. (see attached letter)

Back in July of 2018 we meet and spoke about the need for upgrading. Now that the time is here, I would like to get on a call or set up a meeting to help you guys facilitate a plan.

Please let me know your availability.

Everette Atkinson
Southeast Regional Sales Manager

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 210.824.7383
 eatkinson@ejward.com




Formerly N2H2
Awarded Contract # 022217-EJW



IMPORTANT NOTICE

End of Life Manufacture Product Line Discontinue and Parts Availability Notice

October 22, 2019

As part of E.J. Ward, Inc.'s EOL notification program, this notice serves as a formal communication of Ward's intent to perform a "Manufacture Discontinue" of the W3 product line commencing on January 1, 2020. All W3 software, fully assembled hardware and parts including the W3 CANceiver will be included. The W3 remaining parts inventory will be on current stock availability basis only.

As of the EOL date, any new support contracts will only be issued on a case by case basis, and non-contract-based support will be provided at the hourly rates published in Ward's annual price book.

Emergency recovery and/or expedited upgrades will be offered in accordance with customer specific service plans or upgrade agreements negotiated prior to the EOL date.

Please contact your Ward sales person or our support team for additional information and options on migrating into our current generation of IOT products.

Regards,

A handwritten signature in black ink that reads "Robert E. Kettyle". The signature is fluid and cursive.

Robert E. Kettyle
Chief Operating Officer

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