

End of Life Policy

September 2021

As an innovative manufacturer of professional solutions, GANTNER strives to constantly develop its product range. For this reason, GANTNER may decide to discontinue individual products and no longer offer them. The product discontinuation can have different reasons: Technology, discontinuation by suppliers, cost, safety, efficiency or market.

Open and transparent communication to customers and partners is important to GANTNER. Normally, the intended discontinuation of a product and the planned schedule are published six months in advance. Product discontinuations proceed in different stages, which are communicated:

Phase	Definition and Action
End of sales EOSA	<p><i>Product: Anything that has a part number. A product can be a physical device, software or a service.</i></p> <p>The sale of the product ends.</p> <p>At this point, the ability to create quotes for a product ends. Quotations that already exist and are still valid (quotation validity period has not expired) can be converted to an order when the customer places an order.</p>
End of Repair/Spare Parts EORE	<p>The possibility of repair ends.</p> <p>For equipment: there are no more spare parts available. For software and services: there is no further development: no more software updates, security update or problem fixes.</p> <p>Typically, EORE is five years after EOSA. However, the timing for EORE can be different, due to the situation in the market (e.g. allocation). The start of EORE is product dependent and will be communicated at the same time as EOSA.</p>
End of Support EOSU	<p>End of Support.</p> <p>At this point the possibility to get support for products ends. Service engineers on site, telephone support or availability of product documentation are no longer guaranteed.</p> <p>The start of EOSU is product dependent and is communicated at the same time as the EOSA.</p>