Resonon Product End of Life Policy

September 13, 2023

Resonon seeks to provide the highest product quality and support. However, all products eventually reach an end of life and become obsolete. Resonon recognizes that customers and Resonon distributors need to be informed of a product's end of life to plan accordingly. Therefore, the following End of Life policy has been developed. This document replaces any of Resonon's End of Life Policy documents dated earlier than the date above.

End of Life Notice.
Resonon will provide an End of Life Notice to Resonon distributors and on its website (www.resonon.com/support). Our goal is to provide this notice at least 12 months in advance of our End of Sale when we will no longer accept orders for the product. In some cases, the 12-month advanced notice will not be possible due to shorter End of Life or discontinuation notices from our suppliers. In these cases, Resonon will post an End of Life notice as soon as we can.

Supply policy for End of Life.
For valid quotes on Resonon products that include an item for which an End of Life Notice has been issued, Resonon will either:

    (1) Provide a replacement product with equal or greater performance;
    (2) Provide a replacement product with similar but less performance at a discount; or
    (3) Refund any payments if no replacement product is suitable for the customer.

Resonon will determine the validity of the quote and which of the above options is chosen with input from the customer.

Support for products that have had an End of Life notice will generally be available for some time after the End of Life. The End of Support date after the End of Life date will generally extend to the warranty period of the product or until the supply of components needed for support is unavailable.

Resonon recognizes that some customers may require longer terms for End of Life and/or End of Support, especially customers who have integrated (or plan to integrate) Resonon products into their process or product. Resonon will work with these customers on a case-by-case basis to best meet their needs.

End of Life Notice in effect for the following products as of the date on this document:

- Pika I
- Pika II
- Pika IIi
- Pika IIg
- Pika XC (w/ Point Grey and Allied Cameras)
- Pika NIR (w/ Xenics XS Camera)
- Pika NIR (w/ Xenics Xeva Camera)
- Pika NIR (w/ Xenics Bobcat Camera)
- Pika NUV (w/ Basler Aviator Camera)
- Pika NUV (w/Basler Ace Camera)
- Pika HR
- Pika NIR-F
- Pika 860
- S3
- Schneider 6mm Objective Lens
- NIRQuest Downwelling Sensor
- Novatel GPS/IMU
- SBG Ellipse2-N
- SBG Ellipse2-D
- PCAQ Flight Computer
- Raptor Flight Computer
- Rotation Stage (Sherline Head)
- Rotation Stage (w/ internal gearbox)
- Benchtop Reflectance Stage w/ Tower (Servo Systems Stage w/ Arcus)
- Benchtop Reflectance Stage w/ Tower (IGUS Stage w/ Arcus)
- Benchtop Stage w/ Tower (Servo Systems Stage w/ MDrive)
- Resonon API/SDK (replaced with programmers' guide to using camera vendor SDKs: https://resonon.gitlab.io/programming-docs/)
- Arcus Technologies Nema 17 Stepper Motor used on all Resonon stage products.
- 4-Fixture Halogen Light Assembly (for benchtop systems)