



Futurecom Systems Group, ULC

Product Notice: 08 (Rev 2.3)

Lifecycle Support Service Notice for Digital Vehicular Repeater (DVR/DVR-LX®)

Futurecom Systems Group, ULC is phasing out hardware support and repair services for DVR/DVR-LX® - Digital Vehicular Repeater units based on years of service. This notice is applicable to all bands and all installation configurations (vehicle mount, suitcase, etc.)

Hardware support and service will end 10 years after a DVR/DVR-LX® unit has shipped from Futurecom. Futurecom will continue to attempt hardware repairs on a commercially reasonable effort basis on a time and materials basis, subject to parts availability (minimum diagnostics charges will apply regardless of outcome).

The manufacture date of the DVR/DVR-LX® will determine if hardware support is provided (see next page for details).



Futurecom Systems Group, ULC

Product Notice: 08 (Rev 2.3)

Lifecycle Support Service Notice for Digital Vehicular Repeater (DVR/DVR-LX®)

The manufacture date of the DVR/DVR-LX® will determine if hardware support is provided.

For serial numbers beginning with:	Support Ends:
'21'	2031-12-31
'20'	2030-12-31
'19'	2029-12-31
'18'	2028-12-31
'17'	2027-12-31
'16'	2026-12-31
'15'	2025-12-31
'14'	2024-12-31
'13'	2023-12-31
'12'	2022-12-31
'06' thru '11'	2021-12-31

Firmware Support

1. New feature development stops 3 years after the product stops shipping.
2. All software support (i.e. Bug fixes) stops 5 years after software release date. Futurecom recommends customers always update to the latest software.
3. Above software support is contingent on Motorola Solutions Inc. continuing to support its APX mobile product line.

Contact Futurecom for product inquiries.
sales@futurecom.com

2021-03-31