



Futurecom Systems Group, ULC

Product Notice: 15 (Rev 1.0)

Lifecycle Support Service Notice for VRX1000 Vehicle Radio Extender

Futurecom Systems Group, ULC is phasing out hardware support and repair services for the VRX1000 Vehicle Radio Extender units based on years of service. This notice is applicable to all bands.

Hardware support and service will end 10 years after a VRX1000 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 VRX1000 will determine if hardware support is provided (see next page for details).



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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

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 product stops shipping.
3. Above software support is contingent on Motorola Solutions Inc. continuing to support its APX mobile product line.

Contact Futurecom for product inquiries.

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