

End-of-Life (EOL) & Warranty Policy

Purpose:

Products reach the end of their product lifecycle for various reasons. These reasons might include changes in market demand, technological innovation, or the products simply mature over time and are replaced by functionally richer technology. We have set out below Verasonics' end-of-product-lifecycle milestones to help explain the EOL process, as well as Verasonics' warranty policies.

Scope:

Verasonics' End-of-Life and Warranty Policy ("Policy") applies to Verasonics' products ("Products" as defined below) and extended warranty contracts, including offers that combine the foregoing.

The purpose of this Policy is to document warranty coverage and the procedure for the EOL for all Products.

Definitions:

For purposes of this Policy, the following definitions apply:

End-of-Sale (EOS) Date	The Product is no longer for sale after this date. This is also the last date to order the product. The EOS date is documented in the EOS notification.
End-of-Life (EOL)	A process that guides the final business operations associated with the Verasonics product life cycle. The end-of-life process consists of a series of technical and business milestones and activities that, once completed, make a Product obsolete. Thereafter, the product is not sold, improved, or maintained.
End-of-Life (EOL) Date	The established date at which a Product has become obsolete.
End-of-Life (EOL) Notification Date	The date when the end-of-life milestone for a Product is communicated to the public.
Last-Date-of-Support (LDOS)	The last date to receive applicable support as entitled by active support contracts for covered Products. After this date, support is no longer available.
Products	Verasonics hardware, software, and accessories.
Research Ultrasound Systems	Verasonics hardware and software products marketed and sold as "V1 Systems", "Vantage Systems" and future generations of similar systems. Research Ultrasound Systems exclude accessories such as transducers, UTAs and Backshell Kits.

End-of-Life (EOL) for Verasonics' Research Ultrasound Systems:

- The last customer ship date for any Research Ultrasound System will be no more than twelve (12) months after the EOS Date.
- Verasonics will provide EOL notifications from time to time for its Research Ultrasound Systems. An EOL notification will include the EOL Date and may be communicated at the same time as the EOS Date. A Research Ultrasound System deemed EOL means that the Research Ultrasound System has been discontinued; that is, as of the EOL Date, it is no longer being manufactured or sold. The EOL Date also establishes the date from which Verasonics will provide support for a specified period ending on the Last Day of Support - see Last Day of Support (LDOS) for Verasonics' Research Ultrasound Systems below.

End-of-Life (EOL) for Verasonics Accessories:

A Verasonics accessories End of Sale (EOS) notification will be communicated at least three (3) months prior to the EOS Date; this will also be the EOL Date for the accessory. Warranty information can be found in the executed agreement pertaining to the specific accessory. Warranty extension on accessories is not available. Repairs will be offered on a time and materials basis (plus shipping & handling) when possible.

Last Day of Support (LDOS) for Verasonics Research Ultrasound Systems:

Verasonics will offer extended support contracts for up to five (5) years from the EOL Date via Verasonics Support (support@verasonics.com). Support contracts will be offered on an annual basis once warranty extensions are no longer available (the applicable EOL Date). No support contracts with a term that goes beyond Last Day of Support (LDOS) will be sold.

Verasonics Warranty Policy on Research Ultrasound Systems:

Extended warranty contracts are available for up to five (5) years from the Research Ultrasound System install date (four (4) years from the end of the initial 1-year warranty). Once the five (5) year period has expired, all repairs will be addressed on a time and materials basis (plus shipping & handling), subject to parts availability and in accordance with Verasonics' Return Material Authorization process. **(Note: Contracts already in place represent the only exceptions and will be managed in accordance with the applicable executed agreement.)**

Used or refurbished Research Ultrasound Systems are sold with a one (1) year warranty, and are not eligible for extended warranty, with all repairs thereafter being addressed on a time and materials basis (plus shipping & handling), subject to parts availability in accordance with the Verasonics' Return Material Authorization process.

Configuration upgrades on Research Ultrasound Systems are available for five (5) years from the install date but are not available after EOL for such Research Ultrasound Systems. Extended warranty contracts on upgraded Research Ultrasound Systems are available for up to seven (7) years from the original install date.

This Policy may be updated from time to time by Verasonics and EOL notifications will appear on the Verasonics Support page at <https://verasonics.com/support/>. Please visit the support site regularly as it contains useful information regarding Verasonics' EOL Policy.

Please visit the Verasonics Support page at <https://verasonics.com/support/> for a complete list of products affected by this policy.

