



# Support End-Of-Life Policy

Software, Hardware, and Applications

November 15, 2024

## Introduction

---

For various reasons, products will eventually reach their natural End-of-Life, including new and better technologies being made available, marketplace changes, security improvements, and/or vulnerabilities or source parts and technologies being no longer available. This is part of any technology product's lifecycle and Nymi tries to make this process as seamless as possible for our customers and partners, while providing visibility into what can be expected during this process.

The purpose of this document is to provide Nymi's customers with our software, hardware, and applications End-Of-Life policy.

## Software End-Of-Life Policy

---

Nymi will use commercially reasonable efforts to provide 6-month notice prior to a software product End-of-Sale, at which time the software product will no longer be available for order.

Software includes server software, client agents, and Nymi Band firmware.

Major and Minor feature releases will be supported for 24 months from the date of release.

- The last Maintenance release of a major release cycle (see definition below) will be supported for 36 months from the date of release.
- Support may include technical support, bug fixes, patch releases, workarounds, and patches for critical bugs.
- As requested by customers and at Nymi's discretion, Nymi may offer increased maintenance or subscription costs in order to extend the life of software support.

A product must be covered by a paid subscription or maintenance contract as of the End-of-Sale date to be eligible for support renewal. Support contracts may be renewed for the duration of the End-of-Life cycle, and cannot be allowed to lapse during this time and be reinstated later.

## Hardware End-Of-Life Policy

---

Nymi will use commercially reasonable efforts to provide 6 months' notice prior to a product's End of Sale, at which time the product will no longer be available for order.

Nymi will provide technical assistance for a period of 4 years following the End-of-Sale date, provided a valid subscription or maintenance contract is maintained continuously on the product.

- Hardware replacement or replacement parts will be available for 4 years following the End-of-Sale date, provided a valid support contract is maintained continuously on the product. At Nymi's discretion, hardware may be replaced with a similar or equivalent product.
- As the Nymi Band's battery cannot be replaced, the reduced efficiency of the battery over time may require a new band to be purchased.
- As requested by customers and at Nymi's discretion, Nymi may offer increased maintenance or subscription costs in order to extend the life of hardware support.

A product must be covered by a support contract as of the End-of-Sale date to be eligible for support renewal. Support contracts may be renewed for the duration of the End-of-Life cycle, and cannot be allowed to lapse during this time and be reinstated later.

## Mobile Apps End-Of-Life Policy

---

For mobile applications (Android, Chrome, iOS, Windows UWP), only the most current version is supported because App stores do not allow distribution of multiple versions of an application.

## Key Terms

---

End-of-Life Policy: The policy covering End-of-Sale announcement through End-of-Support for a product.



End-of-Support: The last day that customer can submit a support ticket for that release. Defects are expected to be fixed in a release that has not reached end-of-sale.

End-of-Sale: The last day that a product will be available for order from Nymi.

Major feature release: Where each release includes three numbers (x.y.z): The “x” represents a major feature release, which usually includes a large number of new features and/or significant software architectural changes.

Minor feature release: The “y” in the x.y.z nomenclature above represents a minor feature release, which usually includes a small to medium number of new features and typically minimal software architecture changes.

Patch release: The “z” in the x.y.z nomenclature above represents a maintenance release, which only includes bug fixes.

## End-of-Life Table

NEE Software	Available for Sale	End of Sale	End of Support	Support Period
2.3	January 1, 2019	June 30, 2019	June 30, 2021	2 years
2.5	January 1, 2020	Dec 31, 2020	Dec 31, 2022	2 years
2.6	March 15, 2020	Dec 31, 2020	Dec 31, 2022	2 years
2.6.1	May 11, 2020	Aug 31, 2021	Aug 31, 2024	3 years
3.2	August 15, 2020	Aug 31, 2022	Aug 31, 2024	2 years
3.3	December 18, 2020	Aug 31, 2022	Aug 31, 2024	2 years
3.3.1	May 28, 2021	Dec 31, 2022	Dec 31, 2025	3 years
3.3.2	June 11, 2021	Dec 31, 2022	Dec 31, 2025	3 years
CWP Software	Available for Sale	End of Sale	End of Support	Support Period
1.3	May 19, 2022	November 30, 2023	November 30, 2025	2 years
1.6	April 10, 2023	October 31, 2024	October 31, 2026	2 years
1.7	May 3, 2023	November 30, 2024	November 30, 2026	2 years
1.8	August 18, 2023	February 28, 2025	February 28, 2027	2 years
1.9	June 16, 2023	TBD	End of Sale + 2 years	2 years
1.15	February 5, 2024	TBD	End of Sale + 2 years	2 years

1.16	March 18, 2024	TBD	End of Sale + 2 years	2 years
1.17	May 31, 2024	TBD	End of Sale + 2 years	2 years
1.18	July 25, 2024	TBD	End of Sale + 2 years	2 years
1.19	November 15, 2024	TBD	End of Sale + 2 years	2 years

Hardware	Available for Sale	End of Sale	End of Support	Support Period
Gen 2 Nymi Band	August 1, 2018	December 31, 2020	December 31, 2024	4 years
Gen 3 Nymi Band	September 1, 2020	December 31, 2024	December 31, 2028	4 years
Gen 4 Nymi Band	November 1, 2024	TBD	End of Sale + 4 years	4 years
Gen 3 Powerhouse	January 1, 2023	December 15, 2024	December 31, 2028	4 years
Gen 4 Powerhouse	November 1, 2024	TBD	End of Sale + 4 years	4 years