



Product Change Notification

Change Notification #: PCN S4210001

Date of Publication: March 24, 2021

Subject: Getac S410G3 End of Life Notice

Product(s) Affected: S410G3

TYPE: ☐ Software ☐ Component ☐ Specification ☐ Certificate ☐ Accessory ☒ EOL ☐ Others

Change Description:

This is a formal announcement that Getac will officially discontinue S410G3 (8th Generation Intel®Core™ Processors, Code Name: Whiskey Lake) from the current product line. The last date to order the affected product is June 30, 2021.

The new Getac S410G4 features the latest 11th Generation Intel®Core™Processors (Code Name: Tiger Lake) and other upgrades is available now.

Customers with active service contracts will continue to receive support from Getac as shown in Table 1 of the EoL information. Table 1 describes the end-of-life milestones, definitions, and dates for the affected product(s). For customers with active and paid service and support contracts, support will be available under the terms and conditions of customers' service contract.

Reason For Change:

Product End of Life

Impact: The device and parts of S410G3 running on 8th Generation Intel®Core™Processors (Code Name: Whiskey Lake) will no longer be available.

Effective Date: March 24, 2021

Additional Information: See Next Page(s)

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Should you have any issue with the timeline or content of this change, please contact the Getac Representative(s) for your geographic location. No response from customers will be deemed as acceptance of the change and the change will be implemented pursuant to the key milestones set forth in this attached PCN.



Product Marketing

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Table 1. End-of-Life Milestones and Dates for the Getac EOL Products

Milestone	Definition	Date
End-of-Quotation Date:	The last date to config the product through Getac E-Quotation system. Customers should submit the demand forecast before this date.	2021/3/31
End-of-Sale Date:	The last date to order the product.	2021/6/30
Last Ship Date:	The estimated ship date for the order received before the End-of-Sale date. The actual ship date is dependent on lead time without guarantees.	2021/7/30
End of New Service Attachment Date:	For equipment and software that is not covered by a service-and-support contract, this is the last date to order a new service-and-support contract or add the equipment and/or software to an existing service-and-support contract.	2021/10/30
End of SW Maintenance Releases Date:	The last date that Getac Engineering may release any final software maintenance releases or bug fixes. After this date, Getac Engineering will no longer develop, repair, maintain, or test the product software.	2024/3/30
End-of-Sale date for user-replaceable accessory	The last date to order the user-replaceable accessory. After the end of device sales, users will be able to purchase accessories to extend product usage.	2024/3/30
End-of-Sale for spare parts	The last date to order spare parts.	2026/4/30
End of maintenance service date	The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions. After this date, all support services for the product are unavailable, and the product becomes obsolete.	2026/7/30