

Product: Magellan® SL

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Announcing Limited Support Status and Final Service Obsolescence for the Magellan® SL Scanner and Scanner/Scale

Overview

Almost 12 years since its introduction, Datalogic Scanning announces 'Limited Support Status' for the Magellan SL Scanners and Scanner Scales.

Effective immediately, the Magellan SL Scanners and Scanner/Scales will be placed on 'Limited Support' status. Datalogic Scanning makes every effort to provide customers the longest possible product life through reliability design, quality manufacture and long term support and repair services. However, as suppliers cease production of outmoded parts, support of certain products becomes increasingly difficult.

What is 'Limited Support'?

During the Limited Support phase of a product's life, repair is moved to an 'as possible' basis. This means that products submitted for repair are restored to original factory specifications as long as parts, technology and fixtures are available. Unrepairable units are returned or scrapped as instructed by the customer. During this time, renewal programs for maintenance agreements are no longer offered. Priorities go to the support units finishing out existing maintenance agreements. Parts purchased by Datalogic Authorized Repair Centers (ARC's) are also filled on an 'as available' basis. Last time buys on certain assemblies may also be made available to ARC's on a 'first come, first served' basis.

Technical Support will remain available for products on Limited Support until the End of Service Date is reached.

Critical Dates

Last Product Order Date	Limited Support Status Date	End Of Service Date
Q4, 2002	02/02/2009	12/31/2009

Service and Technical Support

For product support information, please call your nearest Datalogic offices.

For More Information

Replacement Products: Contact Bruce Paris, Product Manager, Fixed Retail Scanning
 Service and Support Programs: Contact Wes Hardin, Product Manager, Service and Support