

# 10-Year Availability Guarantee

UEI guarantees the availability of all RACKtangle®, Cube, and FLATRACK™ series products (including DNA, DNR, UEIPAC, UEISIM, UEILogger and UEIModbus chassis and compatible I/O boards, manufactured by UEI) for a minimum of 10 years. Unless you are specifically notified at the time of purchase, all DNA/DNR series products purchased will be available for purchase for at least 10 years. We understand the investment you make by using our products and we ensure long-term product availability. Protecting customers from product obsolescence issues is nothing new at UEI. We still sell ISA bus boards. Now our excellent long-term support is backed up by our written promise. As of December 1st 2011, ALL RACK, Cube, and FLATRACK series products in the catalog will be available for 10+ years!

Here's how the program works. Purchase any UEI product or products starting with: **DNA, DNR, UEIPAC, UEILogger, UEISIM, or UEIModbus**. We will confirm your order immediately. If we do not specifically mention in our confirmation that one (or more) of the products in the order is excluded from our 10-year availability guarantee then all products are covered. What this means is that for 10 years from the date of the order, we guarantee that you can purchase the products.

There are no quantity restrictions on the guarantee. For example, if on January 11, 2020 you place an order for:

## Qty. Product

1	DNA-PPC8
3	DNA-AI-207
2	DNR-12-1G
5	DNR-DIO-448

We will confirm the order. If we do not state in the order confirmation that one or more of these products is not covered by our 10-year availability guarantee then the guarantee is in place. This means we guarantee that up until January 10, 2030, you may place an order for any or all of these

products. There are no quantity restrictions on the number of units you purchase at any time during the 10-year period. Should we note that any product is no longer covered by the 10-year guarantee, we will provide a last time buy date.

We know that during the 10-year period, UEI is likely to face obsolescence on various components used in our many products. If and when this happens we will redesign the products as required to maintain product availability. Part of the Guarantee is that if we are required to perform such a redesign, we promise that all products are fully hardware and software backward compatible with their original designs. This compatibility includes all performance and functional specs, all dimensions and weights, connector pin-outs, etc.