Discontinued Product Policy and Customer Support Policy

Discontinued products policy reminder

SMART will discontinue products and provide end of life notice with product available to order while quantities last, or for downloadable software, for as long as the website enables new activations. When inventory is no longer available for sale, SMART will officially discontinue the product, making it no longer available to order.

End of Life Notice:

As a general practice, SMART will provide 30 days' notice of the affected product's end-of-life date or when the product is last available to be ordered or when new software activations are discontinued. This notice will appear on the Discontinued Products & Products Support web page. End-of-life applies to hardware and software and corresponding Enterprise SVC plans.

Hardware and Software Support Terms:

Subject to certain exceptions, SMART will support all hardware covered by a valid warranty and discontinue support for hardware with an expired warranty. For software, SMART will not support any software beyond the current software versions plus the previous two point releases. It will discontinue software versions that are four point releases or older. Support entitlements may be determined by maintenance programs purchased, if available. If a software product is discontinued, without further development, SMART will provide an end of support date for the latest version release.

Customer support policy reminder

Full Support with Valid Hardware Warranties, Software Maintenance or Advanced Support Plans

Support with standard and extended warranty coverage for hardware products:

All SMART hardware products are sold with a standard SMART warranty coverage term between one and three years. You can extend the warranty coverage term up to five years on some hardware products by purchasing an extended warranty through a SMART Authorized Reseller.

Support with Software Maintenance – Three point release support terms for software products:

SMART supports the current version of a software product and the last two software point releases, following a standard of x.N to x.n-2 software support model. SMART will discontinue the fourth previous software point release and beyond. If a software product is discontinued without plans to release a future point release or full version, SMART will declare an end of support date for the latest point or version release.

Unsupported or discontinued software is bound by system requirements outlined in the release notes.

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Support with Valid Advanced Support Plans:

For products covered by any variant of SMART Basic, Elite or Platinum Service packages: If an End-of-Life is issued for a product covered by a valid Advanced Support plan, the Advanced Support terms will be honored to the completion of the package term. At the expiration of the product's Advanced Support term, SMART will provide warranty support for all hardware covered by a valid warranty and discontinue support for all hardware with an expired warranty. You may not renew advanced support plans for products that have been reached EOL or discontinued status.

Confirm the warranty coverage period: You can check the duration of your SMART Care Protection Plan warranty term by entering the serial number to determine if the product is covered under a valid warranty and date of expire for the warranty coverage.

Covered by customer support: Products covered by valid hardware warranties, advanced support plans and software maintenance terms can access full customer support according to the warranty or support terms, including technical support by phone and online forms, support materials from the online product index, and service including replacement parts as needed. You can also access the SMART Exchange online education community.

Purchase SMART parts: The online store for SMART Parts provides a convenient way for you to order replacement parts for your SMART Products. After you find the service part, simply add it to your shopping cart and proceed to the online checkout to place your order. All prices are listed in US currency.

Limited Support with Expired Hardware Warranties and Software Support

Continue to access online resources: Once your hardware warranty or software support term expires, you can continue to access an extensive library of online support materials including product guides, how-to or technical articles, and problem solving tips. You can also access the SMART Exchange online education community. For all products that no longer have a valid hardware warranty or software support term, SMART will discontinue out of warranty repairs.

Confirm the warranty coverage period: You can check the term of your SMART Care Protection Plan warranty term by entering the serial number to determine if the product is still covered under a valid warranty and when the warranty period will expire.

Purchase SMART parts: The online Store for SMART Parts provides a convenient way for you to order replacement parts for your SMART Products. After you find the service part, simply add it to your shopping cart and proceed to the online checkout to place your order. All prices are listed in US currency. For out of warranty products, parts will remain in the Store for SMART Parts while quantities last.

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smarttech.com/support
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