



## EFILive End of Life Policy

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# EFILive Life Cycle Policy

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## EFILive Life Cycle Policy

As with most products, EFILive products have a specific life cycle. This is an established reality in today's market. From time to time, legacy products are discontinued or replaced with newer more current solutions.

Factors such as market demand, technology advancements, and availability of components are drivers to develop new products and establish End of Life (EOL) and End of Sale (EOS) milestones.

EFILive acknowledges that a product's EOL has an impact on our customer's business.

### FlashScan V2 and AutoCal End of Life

There are 3 major components to EFILive's products and each has a different impact on the life cycle.

1. Hardware
2. Firmware
3. Software

#### Hardware

EFILive will provide hardware support for FlashScan V2 and AutoCal products for a period of 1 year after an End of Sale (EOS) notice; 1 year beyond the 12 month warranty period. Hardware support may include items such as:

1. Diagnosis of hardware faults.
2. Stocking a range of parts for out of warranty hardware repairs.

For FlashScan V2 and AutoCal warranty claims, EFILive will at its discretion determine how best to remedy the warranty claim, action taken may include:

1. Repairing the existing device.
2. Swapping the warranty device for an identical product.
3. Upgrading the customer to new hardware.

#### Firmware

All firmware features will continue to operate indefinitely after an EOS notice. EFILive will provide firmware support for FlashScan V2 and AutoCal products for a period of 1 year after an End of Sale (EOS) notice; 1 year beyond the 12 month warranty period. Updates will include items such as:

1. Bug fixes.
2. Product enhancements via EFILive V8 Scan and Tune where the hardware can support the function.

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## Software

### V8 Scan and Tune

All software features will continue to operate indefinitely after an EOS notice. EFILive will provide software support for FlashScan V2 and AutoCal products via EFILive V8 Scan and Tune for a period of 3 years after an EOS notice; 2 years beyond the 12 month warranty period. Updates will include items such as:

1. Bug fixes
2. Software enhancements via EFILive V8 Scan and Tune where the hardware can support the function.

Where platform enhancements (such as tuning parameter expansion) are made for controllers supported by FlashScan V2 and AutoCal via EFILive V8 Scan and Tune those enhancements will be available until the platform reaches its EOL.

### V7 Tune Tool and V7 Scan Tool

All software features will continue to operate indefinitely after an EOS notice. EFILive will provide bug fix support for the V7 Tune Tool and V7 Scan Tool for a period of 12 months after the release of the V8 Scan and Tune software editor. Software enhancements will cease immediately.

## FlashScan V2 and AutoCal License Purchases

### FlashScan V2 Licenses

FlashScan V2 maintains 3 different Licensing types:

1. Tuning Options
2. VIN Licenses
3. Stream Licenses

#### Tuning Options

The GM Tuning option and Dodge Cummins Tuning option will be available for purchase from EFILive's online store indefinitely. These products have no defined retirement date.

#### VIN Licenses

VIN Licenses will be available for purchase from EFILive's online store indefinitely. These products has no defined retirement date, however FlashScan V2 VIN License capacity is 221 VIN licenses.

#### Stream Licenses

Stream Licenses for select controllers will be available for purchase from EFILive's online store for a period of 1 year from the EOS date, after which time stream licenses for FlashScan V2 will no longer be available.

VIN License Rebates and Stream discounts for FlashScan V2 will cease 1 year from the EOS date, after which time they will no longer be available.

### **AutoCal VIN Licenses**

AutoCal VIN Licenses will be available for purchase from EFILive's online store indefinitely. These products has no defined retirement date.

AutoCal VIN License capacity is managed by the Tuner. Each AutoCal is shipped with a maximum of 1 VIN slot. Tuner's can increase this capacity to a maximum of 221. AutoCal VIN License capacity must be increased prior to purchasing additional VIN Licenses.

### **Platform Development and Controller End of Life**

Platform and controller support is delivered to customers via EFILive calibration files distributed in the EFILive software.

A typical cycle sees a vehicle manufacturer change controllers every 3 to 5 years for a particular application. EFILive provides active development for parameter mapping and scan tool functionality as well as priority for bug fixes identified in the first 1-2 years of releasing support. EFILive acknowledges that most feature requests are made in the first 6-12 months after releasing public platform support.

As controllers are replaced, the EFILive development focus moves to newly released controllers. Given the usual time frame for controller replacement by the vehicle manufacturer, in most cases active development has ceased, and calibration changes are typically limited to bug fixes and defining new operating systems.

Where a controller has had no platform development or bug fixes for 3 or more years, the platform cycle has reached EOL. EFILive may implement a final platform review when EOL is reached. This review will not reset the development and bug fix timeline.

All software features and calibration files will continue to operate indefinitely after a platform has reached EOL, however bug fixes and ongoing development will cease. EFILive will attempt to map any new operating systems submitted, but will assess these on a case-by-case basis.

Users are encouraged to determine if the functionality available meets their needs prior to purchase for platforms that have reached their EOL.

### **End of Sale (EOS) Communication**

EFILive will provide notice in writing to EFILive Distributors and Dealers 90 days ahead of an intended EOS date.

EFILive will provide written notice to all newsletter subscribers via email, and to the general public via the EFILive website 30 days ahead of an intended EOS date.

### **Policy Review**

EFILive can review and change this policy from time to time and makes no representation with this policy statement. Any changes to this policy will be posted on our web site. This policy statement is for informational purposes only and may not be incorporated into any contract.