

## Firetide End-of-Sale Notice

### Discontinued Product Names

HotPort 7020

### Effective Date

July 15, 2016

### Regions Affected

North America  
 EMEA

### Overview

Firetide, Inc. is discontinuing sales of the HotPort 7020 on July 15, 2016. The HotPort 7010(W) will replace the 7020 unit. Specifications regarding the HotPort 7010(W) are available online at <http://www.firetide.com>.

Event	Date
End-of-Sale announcement	Effective Immediately
Last ship date (current orders under process)	July 15, 2016
Last date for purchasing extended warranty and support	Based on existing warranty

### Warranty and Support

The HotPort 7020 model will continue to be supported to include access to software upgrades, software licenses and premium support services. This support entitlement is limited to units within warranty. In cases of an RMA (Return Merchandise Authorization) and a refurbished HotPort 7020 is no longer available, a HotPort 7010(W) will be sent instead.

### Distributor Return Option

Please contact [orders@firetide.com](mailto:orders@firetide.com) to request a return merchandise authorization (RMA) before returning any product to Firetide. All RMA guidelines must be met. No credit memo will be issued without a proper RMA number.

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