

# Supported Products

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SymphonyAI Industrial Software & Hardware  
Effective 1/1/2023

**This document serves as a written statement to notify customers of pending changes to the supportability of products offered by SymphonyAI Industrial.**

The following SymphonyAI Industrial AI (“SAII”, aka AzimaAI, Azima DLI, DLI Engineering) products are supported either fully or on a limited basis.

Supported products are those products that are currently offered as part of the Plant Performance and Industrial AI products or services solutions to our customers around the globe. Supported products are covered under the policy written in the SAII Product Service and Support Agreement (SSA) Terms and Conditions statement. The latest version can be found here: [www.symphonyindustrial.ai/warranty](http://www.symphonyindustrial.ai/warranty).

Items listed under the limited-support sections are those products which are no longer being sold by SAII but still have limited abilities for service by the SAII service’s department or supported by our Technical Support staff.

This document is subject to change without notice.

For latest, visit [www.symphonyindustrial.ai/eolstatement/](http://www.symphonyindustrial.ai/eolstatement/)

## Supported Software:

- **ALERT™ Family (ExpertALERT™, StandardALERT™, ViewALERT™)**
  - ALERT 5, TRIO 5
  - ALERT 4.0, TRIO 4.0
- **ExpertALERT-Cloud Subscription (formerly PortalALERT™)**
  - ALERT 5
- **ALERT Multi-plane Balance™**
  - 3.0 for TRIO/DCX/DCA-60, 4.0 for TRIO
- **ALERT Real-time Analyzer™**
  - 2.0 for TRIO 3.60
  - 4.0 for TRIO 4.0
- **ALERT Online Engine™ 3.0**
- **ALERT Replication Wizard™**
  - For version 3.60 for TRIO 3.60
  - For version 4.0 for TRIO 4.0

## Supported Hardware:

- **TRIO® Family of Data Collectors**
  - TRIO C8 (CA8, CX8)
  - TRIO C10 (CA10, CX10), Third Generation (V3)
  - TRIO H8 (HA8, HX8)
  - TRIO DP-2, DP-2H
- **WATCHMAN Online Systems™**
  - SPRITE™ i110 / i120
  - SPRITE™ i800
  - Watchman AIR™
  - Accel 310™

## Limited-Support Software:

- **ALERT Version 3.6x**
  - Limited-Support Availability Period until 8/25/24

## Limited-Supported Hardware:

- **SPRITE i1600, SPRITE i400**
  - 5 years from purchase
- **TRIO CA6/CX7, TRIO CA10/CX10 (First / Second Generation) TRIO HA10/HX10**
  - Limited Service Availability Period until 3 years from purchase date
- **TRIO DP-1**
  - Limited Service Availability Period until 10 years from purchase date

## END-OF-LIFE STATEMENT

### SymphonyAI Industrial Products

In keeping with accepted industry practices, SymphonyAI Industrial (SAII) periodically may elect to discontinue certain products for a variety of reasons, including:

- The product is obsolete at the end of its natural life cycle
- Key product components are no longer being manufactured
- Obsolescence of technology

A product is identified "End-of-Life" (EOL) when it can no longer be purchased / ordered from SAII. Many products that are labeled "End-of-Life" are simply replaced with a newer revision level of the same or similar product line (ExpertALERT as an example). However, some products are labeled "End-of-Life" when their technical capabilities no longer suit the needs of the marketplace, and therefore no further revisions will be available. To encourage customers to take advantage of new products or technologies, upgrades or exchange promotions are sometimes offered when a given product is "End-of-Life". These are limited offers.

Product obsolescence has implications for the availability of technical support and other services. A limited "Service Availability Period" is a period of time for which SAII will continue to support a given product after its EOL date. Service availability periods vary depending on the type of service in question. SymphonyAI Industrial's standard guideline for commercial products' Service Availability Period is 3 years, subject to parts availability. If resources are available beyond this period, SAII will continue to provide specific services on a case-by-case basis as long as it is commercially reasonable to do so. SAII honors any existing government or commercial contracts which call for service availability periods that are different from those indicated above.

Contact your SymphonyAI Industrial sales representative for more information regarding the appropriate upgrade path for End-of-Life products.

SymphonyAI Industrial has discontinued the sale of the following major products:

<u>End of Life Products Line</u>	<u>Product Version</u>	<u>End-of-Life Effective Date</u>	<u>Service Availability Period End Date</u>
ALERT (EA, SA, VA)	3.6x	10/1/21	9/30/24
SPRITE i1600	i1600	8/26/21	5 years from purchase
SPRITE i400	i400	6/1/20	5 years from purchase
TRIO DP-1	TRIO DP-1	12/7/18	10 year from purchase
TRIO H10 Controller	TRIO HX10 /HA10	12/7/18	3 year from purchase
TRIO C10 Controller, V1, V2	TRIO CX10 / CA10	12/7/18	3 year from purchase
TRIO 7/6 Controller, SN >270	TRIO CX7 / CA6	12/7/18	3 year from purchase
TRIO 7/6 Controller, SN 270 and less	TRIO CX7 / CA6	9/30/16	9/30/16
Precision Reference Tool	PR-1, PR-2	12/31/16	12/31/20
ALERT Online Engine	2.x	4/21/15	4/20/19
SpriteMAX	All	4/21/15	4/20/19
SPRITE Non-pro i400	i400 (first gen, non-pro)	4/20/15	4/20/18
TRIO 8-Series (Motion line)	CX8/CA8 (Motion line)	1/1/15	12/31/18
Sprite Roamer / ICU	3.4 / Sprite	5/1/13	12/31/13
ALERT (EA, SA, VA)	3.5x	1/1/13	10/1/17
DCX Data Collector / Analyzer	RT/XRT/DCX-9/X10	9/1/12	9/1/17
DCX, Serial numbers <1000	RT/XRT/DCX-9/X10	9/1/12	6/30/13
DCA-60 Data Collector / Analyzer	All	9/1/12	9/1/17
DLI Watchman DCA-31IS	Intrinsically Safe	8/1/12	10/1/16
ALERT (EA, SA, VA)	3.4x	10/1/11	12/1/16
DLI Watchman DCA-31B	(color screen)	8/1/11	8/1/16
ST-101 Screening Tool	All	10/1/09	9/1/12
DLI Watchman DCA-50	All versions	10/1/08	10/1/13
DLI Watchman DCA-31	Ver. A (grayscale screen)	1/1/05	1/1/10
DLI Watchman DCX Online	a.k.a DCX Convertible	1/1/02	1/1/07
DLI Watchman DCA-20	DCA20	1/1/00	1/1/05
DLI Watchman DCX (Fujitsu)	DCX1200, DCX2300	1/1/00	1/1/05
DLI Watchman DCX	DCX P-233	1/1/00	1/1/05
DLI Watchman DCX	DCX HH-400	1/1/00	1/1/05
DLI Watchman 8603	All	1/1/00	1/1/05
DLI Watchman DC-7	All	1/1/97	1/1/02
DLI Watchman Full-Time	All	1/1/96	1/1/01

