Telestream Vantage Hardware Warranty Extension Policy on End-of-Support (EOS) for Lightspeed Server Models

Telestream Lightspeed servers generally are offered hardware warranty extensions, for purchase, during a period of three (3) years to five (5) years from the date of server purchase. Telestream will establish the hardware warranty End-of-Support (EOS) date based on the last date of sale of a particular Lightspeed Server model. This typically provides five (5) or more years of hardware warranty extensions available for purchase. The chart below shows previous and existing Lightspeed models with End-of-Sale and estimated End-of-Support (of Hardware Warranty Extension) dates for reference.

Lightspeed Model	First Date of Sale	Last Date of Sale	Hardware End-of-Support Date
Gen 1 (original)	June 2012	Feb 2015	June 2017
K Series (All Models)	October 2013	June 2017	December 2021
G5	March 2018	October 2021	October 2026
G6	June 2018	June 2021	June 2026
G7	November 2021	April 2025	May 2030
G8/G10	July 2021	April 2025	May 2030
VLS-100/200	March 2025	July 2026	July 2031
VLS-300	November 2024	July 2026	July 2031
VLS-105/205/305	June 2026	TBD	TBD

This notice below is to outline Telestream's policy for "Lightspeed Server Software" Support beyond the date that "Hardware Warranty" Support ends.

Vantage software Maintenance and Support will continue to be offered beyond the dates shown above for Hardware End-of-Support. However, please be advised that there can be features in Vantage that may cease to function on a particular Lightspeed model that is out of hardware support. For example, Post Producer will no longer work for some jobs on the Gen 1 Lightspeed. In these cases, the customer may opt to continue with Vantage software Maintenance and Support, with the understanding that certain functions may cease to work in new Vantage releases.

For additional information on Telestream Lightspeed, visit the URL below:
https://www.telestream.net/vantage/lightspeed-server.htm

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