Software

Software Product Support Life Cycle

Launched and available for sales	Notification about end of project sales	Limited product portfolio available for sales/ Limited upgrades and updates/ Last time to buy notice	No commitment	
General Availability	**End of Project Sales**	**AMS and Spare part Support Period**		**End of life**
Product Availability				✖
Sustaining Engineering				✖
Warranty and Repair				✖
Technical Support				✖
Spare Parts and Service				Based on Availability

General Availability

- **Product availability:** Launched and available for sales
- **Sustaining Engineering:** Upgrades, Updates and Service KIT
- **Warranty and Repair:** Standard terms
- **Technical Support:** Support according to Service contract
- **Spare parts and Service:** Full spare parts support and Support according to Service contracts

End of Project Sales

- **Product availability:** Still available for Project Sales
- **Sustaining Engineering:** Upgrades, Updates and Service KIT
- **Warranty and Repair:** Standard terms
- **Technical Support:** Support according to Service contract
- **Spare parts and Service:** Full spare parts support and Support according to Service contract

AMS and Spare parts Support Period

- **Product availability:** Limited product portfolio available for sales
- **Sustaining Engineering:** Limited Upgrades and Updates, Fixes only for critical security issues
- **Warranty and Repair:** Standard terms
- **Technical Support:** Support according to service contracts
- **Spare parts and Service:** Full spare parts support and Support according to Service contract

End of Life

- **Product availability:** Not available

- **Sustaining Engineering:** No commitment
- **Warranty and Repair:** Not available
- **Technical Support:** Limited technical support (managed case by case)
- **Spare parts and Service:** No commitment

Timeline for the Product Life Cycle

	Launched and available for sales	*Notification about end of project sales*	*Limited product portfolio available for sales/ Limited upgrades and updates/ Last time to buy notice*	*No commitment*
	General Availability	**End of Project Sales**	**AMS and Spare part Support Period**	**End of life**
Product Availability	▬	▬	◣	✖
Sustaining Engineering	▬	▬	◣	✖
Warranty and Repair	▬	▬	◣	✖
Technical Support	▬	▬	◣	✖
Spare Parts and Service	▬	▬	▬	Based on Availability

General Availability: From Market availability to Phase out announcement.
End of Project Sales:
Software – Up to 6 months.
AMS and Spare Parts Support Period:
Software – Up to 5 years.
End of Life: No commitment.
Note: During the Product Life Cycle period, spare parts might be replaced, become obsolete or retired due to different reasons, for instance from our suppliers' side. If you detect/identify an item within the spare part list that is not available for sales, please contact our customer service for clarification.
For detailed information regarding a certain product phase out please contact your [local representative](#) *of ASSA ABLOY Global Solutions.*

Software Legacy Table

PRODUCT NAME	MODEL NAME	HW/SW/FW/Protocols	LAUNCHED YEAR	PHASED OUT YEAR	END OF SPARE PART SUPPORT
VingCard	Vision Software	SW/FW	1990s	2018	2023
VingCard	LockLink Software	SW/FW	2016	2018	2023
VingCard	Vision PMS Protocol	Protocols	1990s	2018	2023

VingCard	Vision TCP/IP Protocol	Protocols	1990s	2018	2023
VingCard	Service Terminal	HW	2009	2016	2017
	Service Terminal	SW/FW	2009	2016	2021
VingCard	2800	HW	2006	2015	2020
	2800	SW/FW	2006	2015	2016
Compaq/Supported by VingCard	iPAQ Service Terminal	HW	2007	2009	2009
	iPAQ Service Terminal	SW/FW	2007	2009	2009
VingCard	2100	HW	1990s	2006	2009
	2100	SW/FW	1990s	2006	2009
HW	Hardware				
SW	Software				
FW	Firmware				