

MAXHUB End-of-Life (EOL) Statement

Scope of Application: MAXHUB Interactive Flat Panels, Raptor DVLED all-in-one LED displays, together with original factory components and peripherals sold within the European Union / European Economic Area.

1. General Policy

With technological iteration and supply chain upgrades, MAXHUB will progressively implement End-of-Life (EOL) management for selected existing product models. This statement defines rules regarding finished unit sales, spare parts supply, technical support and firmware updates for discontinued models. It serves as the official basis for maintenance contracts and project renewal with all authorised partners in Europe. This statement fully complies with Commission Regulation (EU) 2019/2021 on ecodesign requirements for electronic displays, including the amending Regulation (EU) 2021/341.

2. Rules for Key Milestones

EOL (Finished Unit Discontinuation):

Cease mass production of complete units. Starting from the official EOL discontinuation date, MAXHUB shall provide a spare parts supply period of no less than 5 years. Once spare part inventories are exhausted, we will coordinate with upstream component manufacturers to assess supply feasibility. Continuous supply of corresponding spare parts cannot be guaranteed if upstream original components are permanently discontinued.

LTB (Last Time Buy) :

Following issuance of the formal written EOL notification, a concentrated spare parts procurement window of 3–6 months will be opened. No dedicated reproduction scheduling for spare parts of the model will be arranged upon closure of this window.

EOSP (End of Spare Parts Supply):

Upon expiry of the 5-year support period, new production of spare parts will not be initiated. Repair spare parts can only be allocated from existing global inventories; supply shall terminate permanently once inventories are depleted, and continuous availability cannot be assured.

Important Notice: If upstream components such as liquid crystal panels, main control chips and LED driver ICs reach EOL ahead of schedule, spare parts supply may terminate earlier than the planned EOSP date.

3. Technical Support & Firmware Policy

In compliance with mandatory requirements under Regulation (EU) 2019/2021, security firmware update services will be maintained for a minimum of 8 years starting from the date the final unit of the model is placed on the EU market.

No new feature development will be conducted after EOSP; only public repair technical documentation will remain accessible. Customised product development and exclusive firmware iteration support will no longer be provided.

4. Maintenance Service Rules

Original factory warranty for equipment shall remain unaffected by EOL; fault reports within the warranty period will be accepted as normal.

When spare parts reach EOSP and no usable stock remains, MAXHUB will prioritise offering a replacement scheme with new-generation models as an alternative to repair. Permanent spare parts-based repair is not guaranteed.

Prior to signing all extended warranty contracts, partners shall acknowledge the EOL risks for spare parts. It is recommended to include replacement alternative clauses within maintenance agreements.

5. Disclaimer

1. The formal LTB window period and EOSP termination date shall be subject to MAXHUB's official written email announcements.

2. MAXHUB shall not be liable for customers' indirect losses, project schedule delays and third-party repair costs arising from premature spare parts shortages caused by discontinuation of upstream chips, liquid crystal panels and electronic components, force majeure events affecting global supply chains, or changes in geopolitical trade policies.

3. This statement applies solely to equipment sold in the European Union / European Economic Area and does not cover models sold in other regions. Spare parts policies and regulatory obligations differ across territories.