

GUARDIAN

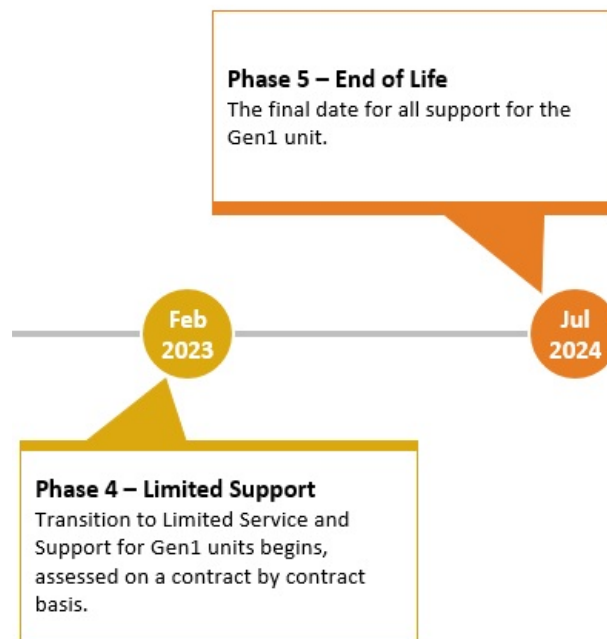


## Guardian Gen 1 - End of planned support services

Dear Colleague

In November 2019, Seeing Machines [formally notified](#) our Distributors and Clients we had ceased selling our Guardian Gen 1 product.

This notification shared our phased approach to End of Life (EOL) and our commitment to supporting the Gen 1 product through to the end of existing contracts, including software maintenance, spare parts and technical support.



### Phase 4 - End of planned support services

This notification is to formally advise Distributors and Clients we have now reached Phase 4 of the EOL plan. Limited Service and Support will be accessible only on a contract by contract basis.

Please note that the Gen 1 product remains scheduled to reach final EOL in July 2024.

### Product Age

Many Gen 1 products and their components are approaching, or have reached, 5 years since manufacture. While some devices continue to operate effectively, we are unable to guarantee their ongoing performance.

Please note, the Gen 1 product is also limited to 3G network connectivity. As most countries and regions [phase out 3G](#) in the next few years, Gen 1 products will require an external modem to communicate with 4G networks.

For the safety of your customers' drivers, Seeing Machines highly recommends upgrading to the Guardian Gen 2.1 product which provides

- embedded 4G network/LTE capability
- superior Driver Monitoring Engine (DME) and
- ongoing software updates, improvements, and support.

### Contact

Please contact your Account Manager should you require any further information regarding this notification.

### Kind Regards

Seeing Machines

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