

<b>To</b>	Sales and Distribution Channels
<b>From</b>	Steve Diggaul, Snr Product Manager, Distributed Issuance and Supplies Marketing
<b>Date</b>	May 1, 2016
<b>Subject</b>	<b>SP25™ Plus Card Printer – End of Production Announcement</b>

## Introduction

The Datacard® SP25™ Plus Card Printer has been a standard in the industry for over ten years. This announcement is to advise you that the production of all models of this card printer will be coming to an end. This notification, dated May 1, 2016, provides a 3-month notice of end of production for the SP25 Plus Card Printer.

The SP25 Plus has been replaced with the Datacard® SD160™ Card Printer. As an entry level offering, the SD160 has several new and improved features, such as high resolution printing, UV printing, faster throughput and rewrite technology. The SD160 is also lighter and has a smaller footprint.

For additional information on the SD160 card printer, the product announcement, product guide, data sheet, customer presentation and warranty statements are available on PartnerPage<sup>SM</sup>.

Orders for the SP25 Plus printer will be accepted until August 31st, 2016. Please work with your customers to ensure you have a transition plan. This includes orders for new systems and field upgrades to existing systems.

## Key Dates

<b>Product</b>	<b>End-of-Availability (Printers for new systems and installed systems)</b>	<b>End of Support</b>
SP25 Plus Card Printer – all models	31 <sup>st</sup> August, 2016	31 <sup>st</sup> August 2021

## Service and Supplies

Entrust Datacard will continue to provide support for the Datacard SP25 Plus card printer until August 31<sup>st</sup>, 2021. Specific support details are:

- Warranty service for the Datacard® SP25 Plus printer will continue to be 24 months.

- Service contracts will continue to be written for new systems sold through the end-of-production date of 31<sup>st</sup> August, 2016. Service contracts will continue to be offered/renewed with all contracts terminating at the end-of-support date of 31<sup>st</sup> August 2021.
- Datacard will make reasonable efforts to provide spare parts through the end-of-support period.
- For non-contract customers, support services will be available at the standard service time and material rates.

Entrust Datacard plans to continue providing supplies, spare parts and service agreements until 31<sup>st</sup> August 2021. Datacard will make a reasonable effort to provide support for 5 years as noted, but reserves the right to change this based on availability and/or cost of spare parts and supplies. Entrust Datacard will notify sales distribution channels on any change in availability and pricing as appropriate. We remain committed to offering supplies for quality system-matched reliability, superior performance and competitive “best value” in all our consumables.

## Contact Information

Please contact your Entrust Datacard Channel Manager or Sales Representative for additional information.