

Dear Customer/Partner,

We would like to inform you that the vSolution Cynap, part of our product line-up since 2016, will officially reach its end-of-life (EOL) between Q4-2024 and Q1-2025. We are constantly evolving our products to meet, and hopefully exceed your expectations and requirements. This decision is part of our ongoing efforts to constantly streamline and improve our product line, and invest in new, innovative solutions that fully serve our customer's needs.

As in the past, we will continue to fulfill our obligation to update our devices in the future, but after 8 years we will no longer be able to provide the vSolution Cynap with updates due to hardware limitations.

The devices used remain functional despite the lack of updates, but updates from third-party providers or tangential functions and protocols may change the functions of the corresponding features or render them unusable.

**Key Details:**

- **End-of-Life Date:** Q4 year 2024 to Q1 year 2025
- **Last Day of Sale:** November year 2022
- **Support and Service:** After the EOL date, we will cease provision of updates, support, or services for the vSolution Cynap. However, WolfVision upholds its commitment to product quality and will continue to honour all warranty commitments throughout the warranty period. Should you have any questions regarding your current warranty agreement or require assistance, please do not hesitate to contact our customer service team at [support@wolfvision.com](mailto:support@wolfvision.com).
- **Alternative Options:** To ensure a seamless transition, we are offering special upgrade options for our newer models. Our vSolution Cynap Pro provides many enhanced features and better performance. Please contact your WolfVision salesperson for more details on upgrade opportunities and special offers.

We appreciate your understanding and are here to support you during this transition. Our commitment to delivering high-quality, innovative solutions remains steadfast, and we look forward to continuing to serve your needs with our latest technologies.

Thank you for your continued partnership.

Best Regards,

WolfVision