

Neat End of Sale / End of Life Announcement: 5-year service offerings



Dear Partner,

We are writing to inform you that Neat will be discontinuing our 5-year Pulse offerings, including Pulse Plus and Pulse Pro. These products will no longer be available for sale after September 28, 2024.

Products Impacted:

- PULSE-PRO-BARPRO5
- PULSE-PRO-BAR5
- PULSE-PRO-CENTER5
- PULSE-PRO-PAD5
- PULSE-PRO-BOARD50-5
- PULSE-PRO-BAR2-5
- PULSE-PRO-BOARD5
- PULSE-PLUS-BARPRO5
- PULSE-PLUS-BAR5
- PULSE-PLUS-CENTER5
- PULSE-PLUS-PAD5
- PULSE-PLUS-BOARD50-5
- PULSE-PLUS-BAR2-5
- PULSE-PLUS-BOARD5

Why is Neat discontinuing these options?

Neat's decision to remove 5-year offerings is primarily based on the following reasons:

1. **Customer Preference:** Most customers prefer a 3-year lifecycle.
2. **Low Sales:** A very small percentage of Neat's Pulse sales are 5-year.
3. **Industry Standards:** Most of the video industry does not offer 5-year warranty terms, this change aligns Neat with other similar products in partner portfolios.

Key Dates:

- **End of Life Notification:** August 14, 2024
- **Last Order Date / End of Sale:** September 28, 2024

We appreciate your understanding and continued partnership. If you have any questions, please feel free to contact us.

Best regards,

Neat Partner Team