



Quantum3D Notification No. #: EOS-IDX7000
Independence IDX 7000 End-of-Service Notice

TO: Quantum3D Independence IDX 7000 Customers
DATE: April 1st 2020
SUBJECT: End of Service (EOS) Notice No. EOS-IDX7000 for Independence® IDX 7000

Dear Valued Quantum3D Customer,

This letter provides End-of-Service (EOS) Notice that the Quantum3D Independence IDX 7000 (“IDX 7000”) Image Generator, and its various derivative models, will now fall under the Extended End of Life Service (EES) tier of the Quantum3D Extended Service Plan. The EES tier of the Extended Service Plan provides a means for existing IDX7000 customers to still get items repaired if Quantum3D has inventory remaining. Under this plan there is no guarantee a part can be repaired or replaced and is strictly governed by available parts inventory. Please see the following link for more information about the Quantum3D Extended Service Plan <http://quantum3d.com/faqs/return-merchandise-authorization/>.

The purpose of this letter is to inform Q3D’s customer base that the IDX7000 has reached EOS with the ability to still get some items for the IDX7000 repaired based on current availability of parts. Return Material Authorizations will be provided on a case by case basis once the problem has been recorded in our online support system.

Quantum3D’s next generation Image Generator, IDX9000 is a replacement for the Independence IDX 7000 Image Generator. IDX9000 supports the latest generation NVIDIA® GPU’s with Intel’s latest CPU’s and comes with additional features for improved performance and functionality.

Contact your Quantum3D representative for more information about the next generation IDX series and how Quantum3D can assist with your simulation and training needs.

Please note that the issuance of this letter marks the beginning of End-of-Service and the Extended Service Plan for Independence IDX 7000 products.

Sincerely,

Manager Customer Support