

Foscam Product Lifecycle Statement (EOL and EOS)

Dear Valued User,

Thank you for your continued trust and support for Foscam! We remain committed to providing high-quality network video solutions and strictly upholding our privacy and data protection commitments. To ensure our products continue to meet the latest technology and cybersecurity standards, we regularly evaluate and update our product lineup. As part of this process, certain products will eventually enter the End of Life (EOL) and End of Support (EOS) stages.

1. Lifecycle Stage Definitions

1.1. EOL (End of Life – Discontinued Production)

When a product enters its EOL date, it means the product has officially ceased production (and/or sales). During the period following the EOL date, we will continue to provide essential support services, including:

- Technical support and troubleshooting
- Security-related firmware updates to address vulnerabilities

Products after the EOL date will no longer receive new features, but we will ensure they remain stable and secure for continued use.

1.2 EOS (End of Support)

When a product reaches the EOS date, Foscam will discontinue regular support services for it, including:

- Discontinuation of technical support (or limited assistance when resources allow)
- Discontinuation of feature and compatibility updates

2. Lifecycle Timeline Policy



Shenzhen Foscam Intelligent Technology Co., Ltd.

- After a product is discontinued, Foscam will publish an official EOL announcement on the website at least three months in advance, and provide information about recommended replacement products.
- For at least three years following the EOL date, Foscam will continue to provide technical support and firmware updates.
- To ensure ongoing protection, Foscam extends its security coverage to address critical vulnerabilities for EOS products beyond the three-year commitment period.
- Warranty terms are subject to the policies of the sales channel or distributor.

During the period following the EOS date, because spare parts and replacement units will no longer be available, some product functions may be limited.

In the event of any conflict or inconsistency between this policy and any prior policies or communications, this policy shall prevail.

3. Customer Support

If you have any questions regarding EOL/EOS products or this lifecycle policy, please feel free to contact us at:

support@foscam.com

We sincerely apologize for any inconvenience caused by product discontinuation or the end of support. As a company dedicated to IP camera technology, Foscam will continue to innovate and upgrade our products to provide a safer and more intelligent experience.

Please refer to the attached document for the detailed list of products and their corresponding EOL/EOS timelines.

Thank you for your understanding and continued support!

FOSCAM Team

Attachment: EOL/EOS Product List

Model	EOL	EOS
R2	2020. 3. 30	2023. 3. 30
R4	2019. 9. 30	2022. 9. 30
X1	2019. 10. 21	2022. 10. 21
X2	2019. 12. 30	2022. 12. 30
X3	2024. 3. 1	2027. 3. 1
X4	2024. 3. 29	2027. 3. 29
R2M	2023. 12. 31	2026. 12. 31
R2 Black	2020. 3. 30	2023. 3. 30
FI9816P	2019. 11. 30	2022. 11. 30
FI9821P/FI9821PR	2018. 1. 26	2021. 1. 26
FI9826P	2016. 10. 13	2019. 10. 13
FI9926P	2021. 12. 6	2024. 12. 6
C1	2020. 3. 20	2023. 3. 20
C2	2019. 3. 31	2022. 3. 31
C2 Black	2019. 3. 31	2022. 3. 31
C1 Lite	2016. 10. 13	2019. 10. 13
C2M	2024. 3. 29	2027. 3. 29
SD2X	2024. 3. 1	2027. 3. 1
G2EP/FI9912EP	2024. 3. 1	2027. 3. 1
G4P	2024. 6. 28	2027. 6. 28
G4EP	2024. 6. 28	2027. 6. 28
SD2	2023. 12. 29	2026. 12. 29
S41	2024. 3. 29	2027. 3. 29
F41	2024. 3. 29	2027. 3. 29
FI9800P	2019. 11. 30	2022. 11. 30
FI9928P	2021. 3. 31	2024. 3. 31
E1	2020. 9. 30	2023. 9. 30
FI9900P/FI9900PR	2020. 3. 10	2023. 3. 10
FI9903P	2016. 10. 13	2019. 10. 13
FI9803P	2018. 1. 26	2021. 1. 26
FI9851P	2016. 1. 31	2019. 1. 31
FI9828P	2018. 1. 16	2021. 1. 16
FI9902P/FI9912P	2024. 3. 1	2027. 3. 1
FN8108H	2024. 3. 1	2027. 3. 1
FN8108HE	2024. 3. 1	2027. 3. 1
FN3109H	2016. 10. 13	2019. 10. 13

FN7104W_B4_1T	2021.5.30	2024.5.30
FN7108W_B4_1T	2024.3.29	2027.3.29
FN3104W_B4	2020.1.30	2023.1.30
FN7118E	2022.5.30	2025.5.30
FN7108HE	2020.3.31	2023.3.31
FN3108XE_B4_1T	2018.2.7	2021.2.7
FN3108XE_B8_2T	2016.9.19	2019.9.19
FN3108E_B4_1T	2016.9.19	2019.9.19
FN3108E_B8_2T	2016.9.19	2019.9.19
FN7108E_B4_2T	2016.9.19	2019.9.19
FN7108E_B8_2T	2016.9.19	2019.9.19
W81	2023.12.31	2026.12.31
W41	2023.12.31	2026.12.31
W25	2023.12.31	2026.12.31
BM1	2023.12.31	2026.12.31
VD1	2025.2.21	2028.2.21
VC1	2025.2.21	2028.2.21