

Document No.: EOL-C6000-2026-002

PRODUCT DISCONTINUATION NOTICE FOR C6000

To: Valued Partners and Customers

1. Discontinuation Decision and Rationale

We sincerely appreciate your longstanding trust in and support for the C6000 series. After careful consideration, we have decided to initiate the End-of-Life (EOL) process for the C6000 series upon issuance of this notice. This decision is primarily due to the increasing difficulty in sourcing the DDR3 memory used in these products at commercially reasonable prices. With supply risks and cost pressures for critical components continuing to rise, it is no longer commercially viable to maintain production of the C6000 series.

Availability of the discontinued models will be subject to existing inventory and the quantities that can be assembled from available components. Effective upon issuance of this notice, new orders will be accepted only for models with the 3 GB RAM + 32 GB storage configuration and will be capped at 5,000 units in aggregate. Available units will be allocated in the order in which orders are confirmed. Our next-generation MC62 series will serve as the replacement for the C6000 series, and we recommend that you evaluate transitioning to the MC62 series as a priority.

2. Affected Products and Order Acceptance Policy

No.	Product Model and Configuration	Order Policy
1	C6000 (Global Network Version, 3 GB RAM + 32 GB Storage), NFC Version	Orders accepted while supplies last
2	C6000 (Global Version, 3 GB RAM + 32 GB Storage), Pistol Grip Version	Orders accepted while supplies last

Orders for the two models with the 3 GB RAM + 32 GB storage configuration listed above will be aggregated and capped at a total of 5,000 units. Available units will be allocated in the order in which orders are confirmed.

3. Discontinuation Timeline

The key dates for the discontinuation process are set out below. Please review them carefully and make the necessary arrangements in advance:

- **August 15, 2026:** This notice is issued and the EOL process officially begins;
- **February 15, 2027:** Last date for placing orders for C6000 series hardware. No orders will be accepted after this date;

- **March 15, 2027:** Last date for entering into or renewing extended warranty service agreements for the C6000 series;
- **April 15, 2027:** Final shipment date. No shipments will be made after this date;
- **March 15, 2028:** End of software and firmware update support;
- **February 15, 2030:** End of spare parts availability and repair services.

4. Order and Purchase Policy

(1) New orders will be accepted only for models with the 3 GB RAM + 32 GB storage configuration, subject to an aggregate limit of 5,000 units. Available units will be allocated in the order in which orders are confirmed, while supplies last;

(2) All new orders will become non-cancellable and non-returnable (NCNR) once confirmed;

(3) Once an order has been confirmed, production will be scheduled upon receipt of payment. Pricing and payment terms will be as set forth in the quotation agreed upon by both parties;

(4) If you anticipate any additional volume requirements, please ensure that your orders are confirmed no later than February 15, 2027.

5. Service Commitments and Liability Statement

For the duration of the applicable warranty periods and existing service agreements, we will continue to provide technical support for C6000 series products already sold. Software and firmware updates will remain available through March 15, 2028, and hardware repair services will remain available through February 15, 2030. Spare part pricing and repair procedures will remain unchanged.

The supply and repair of discontinued models will be subject to the availability of components currently in stock or reasonably obtainable. If a particular unit cannot be repaired due to the discontinuation of an upstream component, we will notify you promptly and work with you to agree on an appropriate solution, such as using an alternative replacement part or replacing the entire unit.

6. Replacement Products

The next-generation MC62 series will serve as the replacement for the C6000 series, offering improvements in performance, cost efficiency, and supply reliability. To facilitate a smooth transition, we will provide product comparison and migration guidance, evaluation samples and testing support, as well as the necessary technical coordination and transition assistance. Please contact our sales representative for details of the applicable replacement models and migration arrangements.

7. Recommended Actions

(1) Review the number of C6000 devices currently in use and your inventory of spare parts, and assess your requirements during the transition period;

(2) If you have any additional purchasing requirements, ensure that your orders are confirmed by February 15, 2027;

(3) Contact our sales representative to develop a transition plan for migration to the MC62 series.

8. Contact Information

We sincerely apologize for any inconvenience this may cause and greatly appreciate your understanding and continued support.

Should you have any questions or require further assistance, please contact your Chainway sales representative or email us at sales@chainway.net.

August 15, 2026

Instructions for Use (delete this paragraph before external distribution): 1. Replace the signature block with your company name and affix the official company seal, where applicable; 2. The dates in this notice are suggested milestones and should be aligned with the final internal decision; 3. Complete all contact information before issuing the notice; 4. The service commitment and liability provisions should be reviewed by legal counsel before use.