

PRODUCT DISCONTINUANCE BULLETIN



Issue Date: March 31, 2012

PDB Number: PDB_SyncServer_S2xx_RB_Non_ROHS.pdf

Product

Symmetricom SyncServer S200/S250/S250i models equipped with Rubidium oscillators that are NOT RoHS compliant.



SyncServer S200/S250/S250i models equipped with Non-RoHS Rubidium oscillators replaced with the same models configured with RoHS-compliant RB Oscillators

Overview

Symmetricom is announcing the discontinuance/replacement of the SyncServer S200/S250/S250i models that are configured with the Non RoHS compliant Rubidium oscillators and replacing them with RoHS-compliant RB oscillators. There is no change to the models other than the installation of a RoHS-compliant oscillator and a new part number. The version of firmware and all specifications remain the same.

All other variations of the active SyncServer S200/S250/S250i models are unchanged.

Product Discontinuance Timeline

Milestone	Date
Last Day to Order	1520-S200-RB: While supplies last 1520-S250-RB: No longer available 1520-S250i-RB: While supplies last New part numbers are available beginning April 2012
Extended Warranty Contracts (maximum expiration date)	August 31, 2016. See Support Policy below.
Repair End Date (Out-of-warranty repairs will not be available for this product beyond this date)	August 31, 2016. See Support Policy below.
Customer Support Contracts (non-repair services)	Product support services (telephone technical support, on-site maintenance, training, spares support, etc.) are available from Symmetricom Global Services (SGS) on a contract or case-by-case basis. Customers can contact SGS for service availability and terms.

Affected Models and Replacement Product Summary

Current Models	Current Part #s	Replacement Models	Replacement Part #s
SyncServer S200 & Rubidium Oscillator	1520-S200-RB	RoHS compliant SyncServer S200 & Rubidium Oscillator	1520R-S200-RB
SyncServer S250 & Rubidium Oscillator	1520-S250-RB	RoHS compliant SyncServer S250 & Rubidium Oscillator	1520R-S250-RB
SyncServer S250i & Rubidium Oscillator	1520-S250i-RB	RoHS compliant SyncServer S250i & Rubidium Oscillator	1520R-S250i-RB

Support Policy

Repair services and maintenance contracts are expected to be available for 4 years from the product's discontinuance date. In the event of parts or component obsolescence, repairs will be made on a best efforts basis. All other service options (telephone technical support, training, etc.) are available from Symmetricom Global Services (SGS) on a contract or case-by-case basis. Interested customers should contact SGS to check a product's eligibility for services and any applicable terms.

Contact Information

Symmetricom Global Services	1-888-367-7966 (1-888-FOR-SYMM) toll-free in the USA 1-408-428-7907 worldwide
Symmetricom Customer Service	1-888-367-7966 (1-888-FOR-SYMM) toll-free in the USA 1-408-428-7907 worldwide support@symmetricom.com www.symmetricom.com