



End of Life Notice

RICI 5000

SUN9263, Revision 1.0, Released January 30, 2023

One of the effects of the worldwide pandemic has been [shortages and delivery issues with components](#) for electronic assemblies. Almost three years after the start of the pandemic, Sunhillo is still experiencing long lead times and allocation of components for its products. At the beginning of 2022, recognizing this as a long-term problem, Sunhillo took the initiative to undertake product refreshes that incorporated more readily available components with shorter lead times, which improves product availability, and extends the life of our products.

The first product refresh to be launched is the RICI 6000. The RICI 6000 is designed as a form, fit, and function replacement for the RICI 5000 and runs the same SureLine® Software. As a consequence, Sunhillo is announcing the end of life of the RICI 5000, which has been in production for seven years.

Affected Products

The table below lists the Part IDs being declared End of Life. Some of the Part IDs listed below have a replacement available.

Part ID	Description
010-10-R5-Sxx	Standard configurations of the RICI 5000, AC Power, where 'xx' is two digits
010-10-R5-Cxx	Customer-specific configurations of the RICI 5000, AC Power, where 'xx' is two digits
010-10-GTW-S01	RICI 5000 Gateway 4-Port Version

Lifecycle Dates

As part of our End of Life process, Sunhillo is providing guidance with respect to the following:

- **Last Order Date:** Orders will be accepted for six (6) months following the release date of this notice



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END OF LIFE NOTICE RICI 5000

- **Last Ship Date:** Orders placed before the Last Order Date must be scheduled for shipment no later than six (6) months after the Last Order Date. This timeline is provided for guidance only as product availability is dependent upon component availability from the supply chain.
- **End of Hardware Support Date:** Sunhillo will provide three (3) years of hardware support from the release date of this notice, after which time Sunhillo will no longer issue RMAs for Affected Products. If third-party components, used in the manufacture of Affected Products, are declared End of Life or test equipment/fixtures become unavailable before the End of Support date stated in this notice, support will continue to be provided on a best-efforts basis during the remainder of the declared support period for Affected Products.
- **End of Software Support Date:** Sunhillo will provide five (5) years of software support from the release date of this notice, after which time Sunhillo will no longer provide any software updates for Affected Products.

The table below provides a summary of the lifecycle dates for the Affected Products.

Milestone	Date
End of Life Date	January 30, 2023
Last Order Date	July 30, 2023
Last Ship Date	January 30, 2024
End of Hardware Support Date	January 30, 2026
End of Software Support Date	January 30, 2028

Replacement Products

The following is a list of the standard RICI 5000 Part IDs cross-referenced to the corresponding replacement Part IDs. Customers who have previously purchased a custom version (010-10-R5-Cxx) will need to contact us for full details of their new custom Part ID.

EoL Part ID	New Part ID	Description
010-10-R5-S01	010-18-R6-S01	RICI 6000, AC Power
010-10-R5-S04	010-18-R6-S04	RICI 6000, AC Power - Tier 1
010-10-GTW-S01	010-18-GTW-S01	RICI 6000 Gateway

More Information

For more information, or if you have any questions, please visit our website, www.sunhillo.com, or contact your local sales representative.