



End of Production and Limited Service Bulletin: FLEX-6600, FLEX-66000M, FLEX-6400, and FLEX-6400M

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The FLEX-6600, FLEX-6600M, FLEX-6400, and FLEX-6400M are in the End of Production (EOP) and Limited Service (LS) stages of their product life cycle.

These products are no longer manufactured and are designated as EOP.

In addition to being designated as End of Production (EOP), these products are also classified as Limited Support (LS) due to the unavailability of certain parts, components, and assemblies. As a result, comprehensive repairs for EOP products may not always be possible. Depending on the nature of the failure, FlexRadio, Inc. can no longer guarantee the successful repair of these products.

FlexRadio will continue to handle service-related inquiries for these products through our Support HelpDesk to assist in diagnosing potential hardware issues. If a repair is determined to be necessary, a Return Materials Authorization (RMA) will be issued, and we will make our best effort to complete the repair.

Products presented for repair may be repaired using refurbished, reconditioned, or used parts of the same type rather than being replaced with brand-new components. These parts are inspected and tested to ensure they meet our quality and performance standards. However, if the actual root cause is related to unavailable parts, components, or assemblies, we will unfortunately have to return the unrepaired product to its owner.

FlexRadio will continue to provide repair services for all products under warranty.

Due to the design architecture of SmartSDR, FlexRadio, Inc. will continue to provide software updates for these products for the foreseeable future.

HelpDesk technical support for all FlexRadio products is available to address customer questions and inquiries. If assistance is needed, please visit <https://helpdesk.flexradio.com/hc/en-us/requests/new> to create a HelpDesk support ticket.