xylem

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December 2, 2024

Dear Customer:

Subject: AquaViewer II End-of-Life (EOL) Announcement

After careful evaluation, we have decided to phase out the YSI AquaViewer II mobile app and AquaManager software used with YSI aquaculture monitors. This decision is driven by several factors, including technological obsolescence, evolving market demands, and our commitment to ensuring robust security compliance. The following are key dates to remember as we phase out AquaViewer II and AquaManager.

EOL Dates:
- AquaViewer II and AquaManager will reach end of life on December 31, 2024.
- Support will end on December 31, 2025.

Support Phase-Out:

- **New Features:** Development of new features will cease by December 2024.
- **Regular Support:** Bug fixes and security patches will be available until December 2024.
- **Limited Support:** Continued use of the software will be available until December 2025 without support for bug fixes, patches, or updates.

Migration Assistance:

Starting January 2025, discounted upgrades to the IQ SensorNet platform with IQSN Mobile will be offered in the Americas, along with training and guidance for users.

Final Phase-Out:

- Subscriptions for AquaViewer II will end on December 31, 2025, and all support will cease for both AquaViewer II and AquaManager.
- Hosted services will shut down, with options for users to export data beforehand.
- All documentation and source code will be archived, and support staff will be trained for post-EOL inquiries.

We appreciate your understanding during this transition, and are committed to supporting you. If you have any questions or need further information, please do not hesitate to reach out.

Sincerely,

David Fraley

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