



May 1, 2019

**For immediate release:**

**Re: End of Life schedules for i3 Server DVRs, HVRs and NVRs**

To all of our customers and partners;

Fast advancements in the industry cause the replacement parts to become obsolete and unavailable very quickly. While i3 International commits to service any hardware product during its warranty period, i3 International’s standard length of service for any hardware product is limited to 5 years. This means we cannot guarantee RMA repairs for units manufactured 5 years ago or earlier.

Technical support can still be obtained for out-of-warranty units at a standard service charge rate\*. Please be advised that due to the age of the system not every technical issue can be resolved.

For reference, see the table below for the End of Life and End of Service dates for i3’s line of SRX-Pro Servers based on the serial range.

*Table 1. End of Life/Service for i3 SRX-Pro product series.*

SRX-Pro serial range	Manufacture Date	End of Life Date
122-700 and below	January 2011	January 1, 2016
123-000 and below	February 2011	February 1, 2016
123-200 and below	March 2011	March 1, 2016
123-300 and below	April 2011	April 1, 2016
123-500 and below	May 2011	May 1, 2016
123-600 and below	June 2011	June 1, 2016
123-800 and below	July 2011	July 1, 2016
124-100 and below	August 2011	August 1, 2016
124-300 and below	September 2011	September 1, 2016
124-500 and below	October 2011	October 1, 2016
124-800 and below	November 2011	November 1, 2016
125-000 and below	December 2011	December 1, 2016
125-200 and below	January 2012	January 1, 2017
125-400 and below	February 2012	February 1, 2017
125-500 and below	March 2012	March 1, 2017

**CONTACT**

www.i3international.com  
Toll free: 1.866.840.0004  
Tel: 416.261.2266  
Fax: 416.759.7776

**CANADA**

i3 International Inc.  
780 Birchmount Rd,  
Unit 16, Toronto, ON,  
M1K 5H4

**USA**

i3 America (Nevada) Inc.  
4450 Witmer Industrial  
Estates, Unit 4, Niagara  
Falls, NY 14305

SRX-Pro serial range	Manufacture Date	End of Life Date
125-700 and below	April 2012	April 1, 2017
126-000 and below	May 2012	May 1, 2017
126-200 and below	June 2012	June 1, 2017
126-400 and below	July 2012	July 1, 2017
126-600 and below	August 2012	August 1, 2017
126-700 and below	September 2012	September 1, 2017
126-900 and below	October 2012	October 1, 2017
127-100 and below	November 2012	November 1, 2017
127-300 and below	December 2012	December 1, 2017
127-500 and below	January 2013	January 1, 2018
127-700 and below	February 2013	February 1, 2018
127-800 and below	March 2013	March 1, 2018
127-900 and below	April 2013	April 1, 2018
128-000 and below	May 2013	May 1, 2018
128-100 and below	June 2013	June 1, 2018
128-200 and below	July 2013	July 1, 2018
128-400 and below	August 2013	August 1, 2018
128-600 and below	September 2013	September 1, 2018
128-700 and below	October 2013	October 1, 2018
128-900 and below	November 2013	November 1, 2018
129-000 and below	December 2013	December 1, 2018
129-100 and below	January 2014	January 1, 2019
129-300 and below	February 2014	February 1, 2019
129-500 and below	March 2014	March 1, 2019
129-600 and below	April 2014	April 1, 2019
129-700 and below	May 2014	May 1, 2019
130-000 and below	June 2014	June 1, 2019
130-200 and below	July 2014	July 1, 2019
130-400 and below	August 2014	August 1, 2019
130-500 and below	September 2014	September 1, 2019
130-700 and below	October 2014	October 1, 2019
130-900 and below	November 2014	November 1, 2019
131-000 and below	December 2014	December 1, 2019

**CONTACT** 

www.i3international.com  
 Toll free: 1.866.840.0004  
 Tel: 416.261.2266  
 Fax: 416.759.7776

**CANADA** 

i3 International Inc.  
 780 Birchmount Rd,  
 Unit 16, Toronto, ON,  
 M1K 5H4

**USA** 

i3 America (Nevada) Inc.  
 4450 Witmer Industrial  
 Estates, Unit 4, Niagara  
 Falls, NY 14305



SRX-Pro serial range	Manufacture Date	End of Life Date
131-300 and below	January 2015	January 1, 2020
131-500 and below	February 2015	February 1, 2020
153-001 and below	March 2015	March 1, 2020
154-001 and below	April 2015	April 1, 2020
155-001 and below	May 2015	May 1, 2020
156-001 and below	June 2015	June 1, 2020
157-001 and below	July 2015	July 1, 2020
158-001 and below	August 2015	August 1, 2020
159-001 and below	September 2015	September 1, 2020
15A-001 and below	October 2015	October 1, 2020
15B-001 and below	November 2015	November 1, 2020
15C-001 and below	December 2015	December 1, 2020
161-001 and below	January 2016	January 1, 2021
162-001 and below	February 2016	February 1, 2021
163-001 and below	March 2016	March 1, 2021
164-001 and below	April 2016	April 1, 2021
165-001 and below	May 2016	May 1, 2021
166-001 and below	June 2016	June 1, 2021
167-001 and below	July 2016	July 1, 2021
168-001 and below	August 2016	August 1, 2021
169-001 and below	September 2016	September 1, 2021
16A-001 and below	October 2016	October 1, 2021
16B-001 and below	November 2016	November 1, 2021
16C-001 and below	December 2016	December 1, 2021
171-001 and below	January 2017	January 1, 2022
172-001 and below	February 2017	February 1, 2022
173-001 and below	March 2017	March 1, 2022
174-001 and below	April 2017	April 1, 2022
175-001 and below	May 2017	May 1, 2022
176-001 and below	June 2017	June 1, 2022
177-001 and below	July 2017	July 1, 2022
178-001 and below	August 2017	August 1, 2022
179-001 and below	September 2017	September 1, 2022
17A-001 and below	October 2017	October 1, 2022

**i3 INTERNATIONAL TECHNICAL BULLETIN**

Technical Bulletin # 190501-HW-01

**CONTACT**

www.i3international.com  
Toll free: 1.866.840.0004  
Tel: 416.261.2266  
Fax: 416.759.7776

**CANADA**

i3 International Inc.  
780 Birchmount Rd,  
Unit 16, Toronto, ON,  
M1K 5H4

**USA**

i3 America (Nevada) Inc.  
4450 Witmer Industrial  
Estates, Unit 4, Niagara  
Falls, NY 14305



SRX-Pro serial range	Manufacture Date	End of Life Date
17B-001 and below	November 2017	November 1, 2022
17C-001 and below	December 2017	December 1, 2022
181-001 and below	January 2018	January 1, 2023
182-001 and below	February 2018	February 1, 2023
183-001 and below	March 2018	March 1, 2023
184-001 and below	April 2018	April 1, 2023
185-001 and below	May 2018	May 1, 2023
186-001 and below	June 2018	June 1, 2023
187-001 and below	July 2018	July 1, 2023
188-001 and below	August 2018	August 1, 2023
189-001 and below	September 2018	September 1, 2023
1810001 and below	October 2018	October 1, 2023
1811001 and below	November 2018	November 1, 2023
1812001 and below	December 2018	December 1, 2023
1901001 and below	January 2019	January 1, 2024
1902001 and below	February 2019	February 1, 2024
1903001 and below	March 2019	March 1, 2024
1904001 and below	April 2019	April 1, 2024
1905001 and below	May 2019	May 1, 2024

Please contact technical support if you have any questions or issues.

Email: [support@i3international.com](mailto:support@i3international.com)

Tel.: 1.877.877.7241

Live Chat: <http://i3chat.i3international.com/chat>

i3 International Inc.

Technical Support and Services

*\*Service charge will be waived for i3 International registered dealers.*

**CONTACT**

www.i3international.com  
Toll free: 1.866.840.0004  
Tel: 416.261.2266  
Fax: 416.759.7776

**CANADA**

i3 International Inc.  
780 Birchmount Rd,  
Unit 16, Toronto, ON,  
M1K 5H4

**USA**

i3 America (Nevada) Inc.  
4450 Witmer Industrial  
Estates, Unit 4, Niagara  
Falls, NY 14305