
Hardware withdrawal: Workgroup Maintenance Packs Worldwide

Overview

InfoPrint Solutions Company (InfoPrint) is withdrawing all workgroup Maintenance Packs (both in-warranty and post-warranty) worldwide. The following table summarizes the withdrawals. Certain countries may establish an earlier last order date for Maintenance Packs.

Description	Last Order Date
Last Order Date for all workgroup Maintenance Packs except the United States	November 30, 2011
United States only: Last Order Date for all workgroup Maintenance Packs	December 30, 2011

The following table summarizes the last dates that InfoPrint Solutions Partners can return products.

Description	Effective Date
Last Return date for all workgroup Maintenance Packs (for Solutions Partners)	September 2, 2011

Direct maintenance items are not changed with this announcement.

For customers who have already purchased Maintenance Packs, their coverage will continue until the end of the term even if it extends beyond the date listed in the table below.

Refer to the tables below for Maintenance Pack item numbers.

Announce date

Planned Announce Date: August 2, 2011

Announcement Countries

This Announcement applies to the countries indicated in the table below.

Country/region	Announcement
North America	
Canada	Yes
United States	Yes
EMEA	
Austria	Yes
Belgium	Yes
Denmark	Yes
Finland	Yes
France	Yes
Germany	Yes
Greece	Yes
Israel	Yes
Italy	Yes
Netherlands	Yes
Norway	Yes
Russia	Yes
South Africa	Yes
Spain	Yes
Sweden	Yes
Switzerland	Yes
Turkey	Yes
UK	Yes
AP	
Australia	Yes
Hong Kong	Yes
India	Yes
Korea	Yes
Malaysia	Yes
PRC	Yes
Singapore	Yes

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Country/region	Announcement
Taiwan	Yes
Japan	No
Latin America	
Argentina	No
Brazil	No
Chile	No
Colombia	No
Mexico	No
Peru	No
Venezuela	No

Orders for withdrawn products

Current scheduled orders will be honored.

Orders received on or after the Withdrawal dates will not be accepted.

Item Numbers

Maintenance Packs for U.S.



US Maintenance
Packs.xlsx

Maintenance Packs for Canada.



Canada Maintenance
Packs.xlsx

Maintenance Packs for EMEA.

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EMEA Maintenance
Packs.xlsx