

MaxRT eRTOS Release Lifecycle

Overview

Each release of MaxRT eRTOS software product has a lifecycle and there are **several important dates** to consider for each release. This includes the dates of:

1. General Availability
2. End of Technical Support
3. End of Purchasable Software Development Kits (SDKs)

It is important to note that while there is a defined lifecycle for MaxRT eRTOS SDK sales and for Support, there is **NO END DATE** for Runtime sales of any version of MaxRT eRTOS. Any customer who has developed a system on MaxRT eRTOS can obtain the required Runtime from their sales representative or IntervalZero Partner.

Product Release End Dates

1. The **General Availability** date is the date of first shipment of the product release for use in production.
2. The **End of Technical Support** is the date IntervalZero no longer provides technical assistance. IntervalZero supports the current MaxRT eRTOS product release and 1 major version back for up to 5 years from when it was first made generally available.
 - Before this date, customers who are covered by Support will be provided technical assistance with respect to how to use the software, as well as help troubleshooting challenges related to deployment of their software. Each SDK covered by Support entitles a customer to designate one developer to have access to the IntervalZero Support Portal and who can initiate support cases for supported products. Further, IntervalZero will maintain products by providing corrected or modified versions of the supported products in the form of product updates, and engineering updates for issues reported by customers.
 - When a release becomes two (2) major versions back from the current product release it will no longer be supported or actively maintained. Customers will no longer be able to open new support cases for unsupported product versions. Any open support cases for a

newly unsupported product version will continue to be investigated by the IntervalZero support team until a resolution is found.

- When a release is more than five (5) year from the original release date it will no longer be supported or actively maintained. Customers will no longer be able to open new support cases for unsupported product versions. Any open support cases for a newly unsupported product version will continue to be investigated by the IntervalZero support team until a resolution is found.

3. The **End of Purchasable SDKs** date coincides with the End of Support. Once a version of MaxRT eRTOS is no longer under support & maintenance, IntervalZero will no longer sell the SDK for new development. The unsupported SDKs can still be purchased for existing projects by contacting Sales. Customers with SDKs covered by support can upgrade to the latest product release at any time.

Dates by Release

The chart below provides the key lifecycle dates for each release of MaxRT eRTOS.

MaxRT eRTOS Version	General Availability	Under Support
MaxRT eRTOS 1.0	January 2025	Yes