

## Overview

SMART will discontinue products and provide end-of-sale notice. The product will remain available to order while quantities last. When inventory is no longer available, SMART will officially discontinue the product and provide an end-of-support date. Downloadable software remains available for as long as the website enables new activations.

## Hardware Support Policy and Terms

Subject to certain exceptions, SMART will support all hardware covered by a valid warranty or service plan and stop support for hardware with an expired warranty.

### Support with standard and extended warranty coverage for hardware products

All SMART hardware products are sold with a standard SMART warranty coverage term that varies by product and region. Check [smarttech.com/warranty](https://smarttech.com/warranty) for details of your product and warranty status. For some hardware products, you can extend the warranty coverage term by purchasing an extended warranty through a SMART authorized reseller.

**For products covered by any variety of SMART warranty or service plan:** If an end-of-life notice is issued for a product covered by a warranty or service plan, the support and service plan terms will be honored. When the term expires, SMART will discontinue support for all hardware with an expired warranty. You may not renew warranties or service plans for products that have reached end-of-life/discontinued status.

**Covered by customer support:** Products covered by valid hardware warranties, service plans, and software maintenance terms can access full customer support according to the warranty or support terms, including technical support by phone and online forms, support materials from the online support site, and service including replacement parts as needed. You can also access the [SMART Exchange](#) online education community.

**Purchase SMART parts:** The online store for [SMART Parts](#) provides a convenient way to order replacement parts for your SMART Products. After you find the service part, simply add it to your shopping cart and proceed to the online checkout to place your order. All prices are listed in US currency.

### Limited Support with Expired Hardware Warranties and Older Software

After your hardware warranty or service plan expires, you can continue to access an extensive library of online support material on [smarttech.com/support](https://smarttech.com/support).

For out-of-warranty products, replacement parts will remain in the [SMART Store](#) for SMART parts while quantities last.

## Software Support Policy and Terms

SMART supports the current version of a software product and the previous two software point releases. SMART will discontinue and no longer support versions beyond this. Software versions older than the current release and the two previous point releases are considered discontinued. Access to assisted support may be determined by software maintenance programs purchased, if available.

Unsupported or discontinued software is bound by system requirements outlined in specifications or installation guides.



## SMART Discontinued Product and Customer Support Policy

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CANADA

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