

Ecessa Six (6) Year Support Term

Ecessa appliances are eligible for subscription support services for up to six (6) years from the original product ship date. If the product is replaced under RMA, the six (6) year term is counted from the ship date of the original product purchased, not the replacement unit ship date.

When an appliance crosses the six (6) year mark, it is considered End of Life (EOL) and is no longer eligible for product support or firmware updates. Although the unit may still function beyond six (6) years, important updates like security patches would not be available. It is therefore recommended to upgrade Ecessa hardware every six (6) years to ensure optimal security and operation.

Ecessa offers generous trade-in discounts for products approaching the end of their six (6) year support terms. Please contact sales@eccessa.com for details.