Last Time Buy and End of Life Notice – Vector 4D
Customer Notice #2023-002
March 23rd, 2023

Dear Customer,

This notice is to inform you that Irisys are discontinuing the Vector 4D product line (Affected Part Numbers detailed below) with no replacement or alternative, effective from March 23rd 2023.

We truly believe that Vector 4D is the world's best people counting sensor, however difficult macro-economic conditions, component shortages and rising component prices mean that we have had to make the difficult decision to exit the people counting hardware market.

Nearly 25 years ago, we accidentally pioneered people counting and we have since shipped over 500,000 sensors worldwide. We are incredibly proud of our history and extremely thankful to you, our partners and customers, for your support over the years.

As a result of the aforementioned supply constraints, we unfortunately have an extremely limited amount of Vector 4D inventory. Therefore, customers will be limited to a maximum last time buy of 5 pieces at list price, while stocks last. Orders will be processed on a first come, first served basis. Please send orders to sales@irisys.co.uk and await confirmation.

Finally, we want to reassure our Estate Manager and True Occupancy customers that this notice does not mean that Irisys is closing down. We will continue to support our SaaS/software products and will be in touch with these customers to discuss further.

The following Questions & Answers should answer any further questions you may have, however please feel free to contact Joe Barrett (joe.barrett@fluke.com) who will be happy to assist.

Key dates/milestones:
1. Formal notification begins: 23rd March 2023
2. End of life effective from: 23rd March 2023
3. Final order date: 31st March 2023 – stock available on a first come, first served basis, while stocks last
4. Final ship date: 30th June 2023

We recognise the inconvenience that this may cause and apologise for the short notice that is being given. Irisys appreciates and values its business relationship with you and we look forward to your continued support.

Best Regards

M.Slevin

Mike Slevin
Business Unit Director - Fluke Process Instruments, Irisys and Comark

1. Affected Vector 4D part numbers

- Vector 4D sensors: IRC6637-AW, IRC6637-AB, IRC6637CAW, IRC6637CAB
- Vector 4D accessories: IWC6203, IWC6205-50, IWC6205-500, IWC6255, IWC6257, IWC6267, IRTRM2210, IRTRM2220

2. Product Replacement Table

Obsoleted Part Numbers		Replacement Part Numbers		Comment
IRC6637-AW IRC6637-AB IRC6637CAW IRC6637CAB	**Vector 4D sensors**			No replacement or alternative products
IWC6203 IWC6205-50 IWC6205-500 IWC6255 IWC6257 IWC6267 IRTRM2210 IRTRM2220	**Vector 4D accessories**			No replacement or alternative products

3. Questions and Answers

I have Vector 4D sensors installed in my/client's building, do I need to do anything?

No, all installed Vector 4D sensors will continue to function as normal and you do not need to do anything.

I have an Estate Manager/True Occupancy subscription, is this affected?

No. Irisys is not closing down. We will continue to support our SaaS/software products and will be in touch with these customers of these products to discuss further.

What about support? How will I access this and how long will Vector 4D be supported?

The way to access support is not changing. The first point of call should continue to be our partner portal (https://partners.irisys.net) followed by contacting our Support team at support@irisys.net.

Vector 4D will receive best endeavours support for 1 year from its end of life date (23rd March 2023).

What happens if my Vector 4D sensor stops working after 23rd March 2023?

In the unlikely event that your Vector 4D sensor stops working, please first troubleshoot via our partner portal (https://partners.irisys.net) and if that is unsuccessful, please contact Irisys Support at support@irisys.net.

If the sensor is within its warranty period, our Support team will advise you of the RMA process to arrange a replacement under warranty. We will be holding an amount of Vector 4D sensors in a reserve stock for this purpose.

If the sensor is outside of its warranty period, our Support team will be unable to assist further.

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