

End-of-life devices

Dear customer,

Every device has its life cycle... cars, computers, mobile phones... and our Trackers too.

We would like to inform you that once a device reaches its end-of-life, Ruptela will not be handling its repairs and bug fixes.

We appreciate your understanding and we would like to reassure that general support (documentation related) and critical bugs, will be treated like before.

For end-of-sales devices:

- **No more ordered FW features.**
- **Warranty repairs.**
- **Bug fixes.**
- **Full support.**

For end-of-support devices:

- **No HW repairs.**
- **No FW bug fixes, only critical bugs.**
- **Only general support (reference to documentation).**

End-of-sales – the date when the last device batch was sold and no more features are developed.

End-of-support – the date at which the device reached its end-of-life and only general support and critical bug fixes are provided.

A list of devices that have reached their end-of-life and their replacements can be found below:

Device	End-of-sales	End-of-support	Replacement
FM-Tco3	2016.06.30	2018.06.30	FM-Tco4 HCV FM-Tco4 LCV
FM-Pro3	2016.06.30	2018.06.30	FM-Pro4
FM-Eco3	2016.06.30	2018.06.30	FM-Eco4 FM-Eco4 light FM-Eco4 S
Trailer Tracker	2016.06.30	2018.06.30	
FM-Tco4 HCV BT	2018.01.01	2018.06.01	
FM-Tco4 LCV BT	2018.01.01	2018.06.01	
FM-Pro4 BT	2018.01.01	2018.06.01	
FM-Basic		2019.04.01	
FM-Eco4 UBI		2019.04.01	

Documentation for end-of-life devices can be found here:

[FM3](#)

[FM4 BT](#)

[FM-Basic](#)

[FM-Eco4 UBI](#)