

Product Retirement Notice

Quick Check® 600 Series Verifiers

May 8, 2007

PRN #07-04

Effective December 31, 2007, Hand Held Products will retire all configurations of the QC600 series Verification equipment. This includes:

- QC600 – Symbologies only, no applications
- QC610 – Symbologies & RETAIL applications
- QC620 – Symbologies & HEALTH applications
- QC630 – Symbologies & INDUSTRIAL applications
- QC650 – Symbologies & ALL applications

Last time purchase orders must be received by Hand Held Products no later than October 1, 2007 to ensure availability for last ship date of December 21, 2007. Standard 2 year warranties will be in effect for all last time shipments. Final Stock Rotations must be completed by September 1, 2007.

Replacement Product

All future requirements for ISO/IEC verifiers should be directed towards the QC890, QC800 series, and QCPC600.

Service and Warranty

Please visit our service website http://www.handheld.com/Site.aspx/na/en/services_support/ for details on service and support. Hand Held Products will continue to support the product through December 2010, or as long as sufficient parts are available.

If you have any questions regarding this Product Retirement Notice, please contact your Hand Held Products Representative for further information.

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Product Retirement Support Plan

It is Hand Held Products' plan to support products for up to 5 years after retirement from manufacturing. To this end, the following plans are available to ensure the level, and duration of support expected by each customer is available after a product is retired.

Option 1: Upgrade to most recent, compatible technology

The customer buys replacement units for current install base, along with 1 year of Bronze service and turn in their existing useable product for credit toward 1-2 years additional Bronze service. Credit would be given after receipt and evaluation of returned product. Products sent in for credit must be in good working condition. Hand Held Products reserves the right to determine which products are eligible for trade in.

Option 2: Customer buys extended support contract

The customer buys a contract for the number of years they want to guarantee continued support. They can be billed annually, but they need a PO for full amount upfront. If Hand Held Products runs out of parts to repair the product during the contracted period, they will replace the returned unit with a functionally equivalent refurbished or new unit. Return rates on contract will be based on a customer's return rate history or agreed upon rates. Excessive returns will consume supplies at a faster rate, and additional charges will apply. Contract pricing will increase once retirement is announced to cover last time buy of parts and carrying costs.

Option 3: Customer pre-pays for parts

The customer pays for parts upfront, and an annual carrying charge for Hand Held Products to hold inventory. Parts requirement will be established based on customer's repair history and length of continued support required. At time of repair, the customer pays for labor plus shipping and handling. Higher than expected return rates may create parts shortages. Hand Held Products will work with the customer to secure additional parts if possible. Pricing will be based on last time buy costs for parts, not standard pricing.