



HID Global

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Dear Valued Customer,

Important Update:

HID® Signo™ Reader Supply Outlook and iCLASS SE® End of Sales Date Extension

HID Global is committed to open and transparent communication with our partners to ensure the continued long-term success of our business together.

Due to global semi-conductor shortages, suppliers of components used to manufacture HID Signo Readers have communicated several supply decommits and extended lead-times, impacting our ability to fulfill your order within standard timelines. Despite our continued work with the manufacturers of these components, we expect that the situation of shortages and extended lead times will continue for the remainder of 2021.

To alleviate supply pressure and ensure that you and our mutual customers have sufficient time to complete migrations, we are extending the End of Sales Date for all iCLASS SE models covered in the original announcement by three months.

Previously in April 2021, [HID announced an End of Sales Date for select iCLASS SE Reader models](#).

Updated timeline for discontinued products:

- End of Sales Date: June 30, 2022
- Final Scheduled Ship Date: July 31, 2022*
- End of Life Date: March 31, 2023**

Please refer to [HID Global Product Lifecycle Process](#) for definitions and implications of “End of Sales” and “Final Scheduled Ship” dates.

** As we near the End of Sales Date, products will be available while supplies last. Stock will be limited and subject to availability on some of the above reader models; accordingly, RMAs with replacement units will also be limited.*

*** Even after the End of Life Date, the lifetime warranty on iCLASS SE and multiCLASS SE reader models mentioned in the announcement will remain valid under the terms of the HID Global General Warranty Policy (<https://www.hidglobal.com/warranty-policy>).*

During this three-month extension period, HID will prioritize manufacturing the most frequently ordered reader models to ensure we deliver as close as possible to standard lead times. However, other models will be in limited supply, and therefore you should expect longer lead-times.

These prioritized models are:

- iCLASS SE R10 – Pigtail Wiring Option – **900NxxNEKxxxxx**
- iCLASS SE R10 – Terminal Wiring Option – **900NxxTEKxxxxx**
- iCLASS SE R40 – Pigtail Wiring Option – **920NxxNEKxxxxx**
- iCLASS SE RK40 – Pigtail Wiring Option – **921NxxNEKxxxxx**

- iCLASS SE RK40 – Terminal Wiring Option – **921NxxTEKxxxxx**
- multiCLASS SE RP10 – Pigtail Wiring Option – **900PxxNEKxxxxx**
- multiCLASS SE RP15 – Pigtail Wiring Option – **910PxxNEKxxxxx**
- multiCLASS SE RP40 – Pigtail Wiring Option – **920PxxNEKxxxxx**
- multiCLASS SE RPK40 – Pigtail Wiring Option – **921PxxNEKxxxxx**

HID's global supply chain and procurement teams are committed to proactively managing inventory demand and deploying multiple counter measures to enable supply of new readers while protecting product quality and expediting recovery. We endeavor to close the supply gap of HID Signo Readers as soon as market conditions improve.

If you have further questions regarding reader availability or revisions to the iCLASS SE End of Sales Date, please contact your local HID sales representative.

Not sure how to contact HID? - <https://www.hidglobal.com/contact-us>

We apologize for any disruption caused by these dynamic market conditions, and we thank you for your continued partnership.

Sincerely,
Product Marketing & Product Management
HID Physical Access Control Systems