

# Product Support Lifecycle

## 1. Introduction

### 1.1 Purpose

This document is designed to outline the product support lifecycle policy for Injet's new energy vehicle charging stations. It ensures that customers are well informed about the support cycle and the scope of services associated with our products. By establishing a clear support lifecycle policy, we aim to provide ongoing technical support and maintenance services to our customers, while also assisting them in planning their technology updates and upgrade schedules.

### 1.2 Scope

The support lifecycle policy applies to all software and hardware products associated with Injet's new energy vehicle charging stations. A comprehensive list of products is included in the appendix.

### 1.3 Roles and Responsibilities

- **Customer Service Team:** Handles customer inquiries and support requests.
- **Technical Support Team:** Provides technical support and troubleshooting services.
- **Product Management Team:** Develops and maintains the support lifecycle policy, and informs customers of any changes.
- **Sales Team:** Communicates with customers about renewal and upgrade options for support services.

## 2. Support Lifecycle Policy

### 2.1 Definitions of Support Periods

- **Standard Support Period:** From the date of product manufacture, a minimum of two years of standard support services is provided.
- **Extended Support Period:** Following the standard support period, up to three

years of extended support services are offered.

- **End of Support:** After the conclusion of both the standard and extended support periods, the product will no longer receive any form of support.

## 2.2 Support Services Content

### 2.2.1 Standard Support Period

- **Technical Support:** Available via phone, email, and online meetings.
- **Patches and Updates:** Provision of security patches, feature updates, and performance enhancements.
- **Documentation Updates:** Regular updates to product documentation and technical materials.
- **Training and Resources:** Provision of training materials and online resources.

### 2.2.2 Extended Support Period

- **Limited Technical Support:** Provided primarily to address critical issues.
- **Security Patches:** Only security patches are provided; no new feature updates are included.
- **Documentation Updates:** Only essential documentation updates are provided.

## 2.3 End of Support

- **Notification:** Customers are notified via the official website six months prior to the end of the standard support period.
- **Transition Period:** A three-month transition period is offered, providing limited remote technical support to assist customers in migrating to new versions or alternative products.
- **Post-Termination:** After support concludes, no further technical support, patches, or updates will be provided.

## 3. Notification Process

### 3.1 Notification Timeline

- **Six Months Before Standard Support Ends:** First notification to customers,

reminding them of the upcoming transition to extended support.

- **Three Months Before Standard Support Ends:** Second notification with detailed transition plans and recommendations.
- **Six Months Before Extended Support Ends:** First notification reminding customers of the impending end of support.
- **Three Months Before Extended Support Ends:** Second notification with final transition plans and recommendations.

## 3.2 Notification Methods

- **Official Website:** Posting notifications and relevant information on the official website.
- **Email:** Notifying key customers via email.

# 4. Customer Responsibilities

## 4.1 Maintaining Updated Contact Information

- Customers should ensure they provide the latest contact information to receive notifications related to the support lifecycle.
- Update channels include the customer portal or direct contact with the customer service team.

## 4.2 Timely Response

- Customers should respond promptly to company notifications and recommendations to ensure a smooth transition to new support plans or product versions..

## 4.3 Compliance with License Agreements

- Customers should adhere to product license agreements to ensure the legal use of the product.

# 5. Product Management Team Responsibilities

## 5.1 Development and Maintenance of Support Lifecycle Policy

- The Product Management Team is responsible for developing and maintaining

the support lifecycle policy, ensuring it aligns with industry standards and best practices.

## 5.2 Notifying Customers

- The Product Management Team is responsible for notifying customers of support lifecycle changes according to the notification timeline and methods.

## 5.3 Providing Transition Support

- The Product Management Team offers necessary transition support and recommendations when the standard and extended support periods end.

# 6. Appendix

## 6.1 Product List

- Product Model: Injet Mini 2.0

## 6.2 References

- ISO/IEC 27001: International Information Security Management System Standard
- NIST SP 800-53: Security Controls Guide published by the National Institute of Standards and Technology (NIST)