

End-of-Sale and End-of-Life Announcement for the Cisco Explorer 4250 HD

EOL7391

Cisco announces the end-of-sale and end-of life dates for the Cisco® Explorer 4250 HD. The last day to order the affected product(s) is July 30, 2008. Customers with active service contracts or active warranties will continue to receive support from the Cisco Technical Assistance Center (TAC) as shown in Table 1 of the EoL bulletin. Table 1 describes the end-of-life milestones, definitions, and dates for the affected product(s). Table 2 lists the product part numbers affected by this announcement. For customers with active service contracts or active product warranties, support will be available for the shown dates as stated in the applicable service contracts or product warranty terms and conditions, even if this date exceeds the Last Date of Support shown in Table 1.

Table 1. End-of-Life Milestones and Dates for the Cisco Explorer 4250 HD

Milestone	Definition	Date
End-of-Life Announcement Date	The date the document that announces the end of sale and end of life of a product is distributed to the general public.	January 30, 2008
End-of-Sale Date	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	July 30, 2008
Last Ship Date: HW	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	October 28, 2008
End of Routine Failure Analysis Date: HW	The last-possible date a routine failure analysis may be performed to determine the cause of hardware product failure or defect.	July 30, 2009
End of New Service Attachment Date: HW	For equipment and software that is not covered by a service-and-support contract, this is the last date to order a new service-and-support contract or add the equipment and/or software to an existing service-and-support contract.	July 30, 2009
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	October 25, 2012
Last Date of Support: HW	The last expected date to receive service and support for the product as entitled by applicable service contracts or warranty terms and conditions **. After this date, all support services for the product are unavailable, and the product becomes obsolete. Warranty duration is based on product ship dates; refer to warranty terms and conditions for details.	July 31, 2013

HW = Hardware OS SW = Operating System Software App. SW = Application Software

Table 2. Product Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
4012371	Explorer 4250HD Home Gateway, 8/32	4024132	Explorer 4650HDC HD MPEG4/2,ENET,M-Card (Mult=5)	--
4012371	Explorer 4250HD Home Gateway, 8/32	4028057	Explorer 4640HDC,Dgtl-Only,DOCSIS,ENET,M-Card (Mult=5)	--
4012371	Explorer 4250HD Home Gateway, 8/32	4029076	User Guide,Quick Ref,Explorer 4642HDC/4652HDC	--
4012371	Explorer 4250HD Home Gateway, 8/32	4033997	Explorer 4642HDC,Dgtl-Only,512MB,ENET,MoCA,M-Card (Mult=5)	--

Product Migration Options

Customers are encouraged to contact their Account Manager or Business Development Manager to discuss the exciting migration options available that will enhance the customer viewing experience.

Customers can use the Cisco Technology Migration Program (TMP) to trade-in products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, customers should work with their Cisco Partner or Cisco account team. Cisco Partners can find additional TMP information on Partner Central at <http://www.cisco.com/web/partners/pr11/incentive/tmp/index.html>

Customers may be able to continue to purchase the Cisco Explorer 4250 HD through the Cisco Certified Refurbished Equipment program. Refurbished units may be available in limited supply for sale in certain countries on a first-come, first-served basis until the Last Date of Support has been reached. For information about the Cisco Certified Refurbished Equipment program, go to: <http://www.cisco.com/go/eos>

Service prices for Cisco products are subject to change after the product End of Sale date.

The Cisco Takeback and Recycle program helps businesses dispose properly of surplus products that have reached their end of useful life. The program is open to all business users of Cisco equipment and its associated brands and subsidiaries. For more information, go to:

http://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html

For More Information

For more information about the Cisco End-of-Life Policy, go to:

http://www.cisco.com/en/US/products/products_end-of-life_policy.html

** For more information about the Cisco Product Warranties, go to:

http://www.cisco.com/en/US/products/prod_warranties_listing.html

To subscribe to receive end-of-life/end-of-sale information, go to:

<http://www.cisco.com/cisco/support/notifications.html>

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http://www.cisco.com/web/feeds/products/end_of_life_rss.xml

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