

Product Change Notice

PCN Number: 42299 Rev 1.0
Notice Type: End of Life
Product / Series: 8704 Gen 2 Series Hybrid IP Recorders
Reason: End-of-Life Notice

Effective June 30, 2024 March Networks will declare all 8704 Gen 2 Series Hybrid recorders End-of-Life (EOL). March Networks continue to provide bug fixes, maintenance releases, workarounds or patches for software bugs for this product as per the key dates table below. Any products sold after the last time buy date will be held to the end of support date listed below.

Table I: Key Dates

Phase	Description	Date
Effective Date	Date announcement goes into effect.	Jun 30, 2024
Last Time Buy	Last date March Networks will commit to having product available for sale (or until supplies last). March Networks will continue to sell EOL product after this date as supplies allow.	December 31, 2024
Last Ship Date	Last date March Networks will ship product with full warranty.	June 30, 2025
End of Repair Date	Last date that March Networks will commit to repairing returned product.	June 30, 2030
End of Support Date	Last date that March Networks will commit to ensuring that these products will remain compatible with other software components or providing any software updates to resolve issues.	June 30, 2030

Table II: Affected Products

Discontinued Part Number	Discontinued Product	Replacement Part Number	Replacement Product
38322-xxx	NVR 8704S G2 Series	38952-xxx 39094-xxx	NVR X0404S G1 Series NVR X0404S G1 PoE Series
39071-xxx	NVR 8704SR G2 Series	38952-xxx 39094-xxx	NVR X0404S G1 Series NVR X0404S G1 PoE Series

Table III: Affected Extended Warranty

Extended warranty is available only until the Last Time Buy date.

Discontinued Part Number	Discontinued Warranty	Replacement Part Number	Replacement Warranty
35378	WTY NVR 8xxx 04-08CH 0x0 EXT 1YR	39852	WTY NVR X04xxS 04-12CH 0x0 EXT 1YR
35379	WTY NVR 8xxx 04-08CH 0x0 EXT 2YR	39853	WTY NVR X04xxS 04-12CH 0x0 EXT 2YR

Table IV: Affected Accessories / Replacement Parts

Affected accessories will be available while supplies last up to one year prior to End or Repair date.

Discontinued Part Number	Discontinued Accessories & Replacement Parts	Replacement Part Number	Replacement Accessories & Replacement Parts
28599	HW 8x04 G1 HDD 2.5in 1TB	<i>Refer to recommended replacement product and its available accessories.</i>	
28932	HW 8x04 FAN		
28933	MNT 8x04 BRKT WALL ID		
28935	HW 8x04 G1 BTRY		
28958	HW 8x04 G1 PSU		
29030	HW 8x04 ENCL TAMPER PROOF		
30863	HW 8x04 G1 HDD 2.5in 2TB		
38474	HW 8x04 G2 SSD 2.5in 500GB		
38475	HW 8x04 G2 SSD 2.5in 1TB		
38476	HW 8x04 G2 SSD 2.5in 2TB		
38477	HW 8x04 G2 SSD 2.5in 4TB		
38478	HW 8x04 G2 SSD 2.5in 8TB		

Company Overview

March Networks® helps organizations transform video into business intelligence through the integration of surveillance video, analytics, and data from business systems and IoT devices. Companies worldwide use our software solutions to improve efficiency and compliance, reduce losses and risk, enhance customer service and compete more successfully. With deep roots in video security and networking, March Networks is also recognized as the leader in scalable, enterprise-class video management and hosted services. We are proud to work with many of the world's largest financial institutions, retail brands, cannabis operators and transit authorities, and deliver our software and systems through an extensive distribution and partner network in more than 70 countries. Founded in 2000, March Networks is headquartered in Ottawa, Ontario, Canada. For more information, please visit www.marchnetworks.com.

Customer Support and Assistance

Certified partners can telephone our Technical Support team Monday to Friday during business hours or email at any time.

North America, South America, & Asia Pacific

Telephone – 1 613 591 1441

Toll Free (US & Canada) – 1 800 472 0116

Email – techsupport@marchnetworks.com

Europe, Middle East, & Africa

Telephone – +39 0362 17935 extension 3

Email – supporteurope@marchnetworks.com

If you have purchased a March Networks solution through one of our Certified Partners, please contact your representative directly for first level technical support and assistance with RMA services.

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