



Prowise* Central OTA update policy

Prowise Touchscreens** are serviced with regular, automatic OTA (Over-The-Air) updates which enhance both the device and the software on the device. These updates can, but will not always contain:

- Updates of applications or the operating system,
- Security updates,
- Firmware updates for the device

This policy applies only to OTA Central updates. As soon as an OTA update is available for your device, you will receive a notification if automatic updates are enabled. We strongly advise you to always install our latest software and application updates to make sure all of the latest functions and security updates are available and you can use the device optimally.

However, advancements in hardware and technology eventually leads to outdated devices; and as time goes by, we cannot indefinitely guarantee that older devices will be updated to leverage new OS features or that older screens will continue to support device setup or the ability to receive content from Prowise.

It is possible a certain update will not become available for your Touchscreen. This could be the case if the hardware specifications are insufficient to support the new software update (eg. not enough RAM- or ROM) or because the performance of the touchscreen would decrease considerably because of the update (eg. if the processor is not fast enough). However, we do make an effort to supply as many types of Touchscreens as possible with our OTA updates.

This document provides notice of the OTA Update policy in advance for:

- Prowise Touchscreens. Applicable to Touchscreens only for education- and business customers.

General policy

- Once a device reaches its Auto Update Expiration (AUE) date, it means that the product model is considered obsolete and automatic software updates from Prowise are no longer guaranteed.
- Customers using devices that have exceeded the AUE date will no longer receive full support for OTA updates from Prowise.
- In this document, Prowise will provide notice of a model's AUE Date.
- New software updates may be received later than the AUE date published, but will never be stopped sooner than listed.
 - For Prowise Touchscreens this will be 5 years after launch of the hardware.
- The "End of Sale" date of the device has no relation to the model's AUE date. Therefore, the End of Sale date will not be displayed in the table.
- While we do our utmost best to enable updates as soon as possible to all applicable models, delivery time of these updates may vary depending on the regions and models.

**Prowise Touchscreens to which this update policy is relevant.

Product	Productnumber:	Auto expiration date:
Prowise Touchscreen Ultra G1	<ul style="list-style-type: none"> • PW.1.18055.0001 • PW.1.18065.0001 • PW.1.18075.0001 • PW.1.18086.0001 	January 2029
Prowise Touchscreen Ten G3	<ul style="list-style-type: none"> • PW.1.17065.0003 • PW.1.17075.0003 • PW.1.17086.0003 • PW.1.17098.0003 	January 2029
Prowise Touchscreen Ten G2	<ul style="list-style-type: none"> • PW.1.17055.0002 	January 2027



	<ul style="list-style-type: none"> ● PW.1.17065.0002 ● PW.1.17075.0002 ● PW.1.17086.0002 	
Prowise Touchscreen One G2	<ul style="list-style-type: none"> ● PW.1.16065.0002 ● PW.1.16075.0002 ● PW.1.16086.0002 ● PW.1.16098.0002 	January 2027
Prowise Touchscreen Ten	<ul style="list-style-type: none"> ● PW.1.17055.*001 (*=0-9) ● PW.1.17065.*001 (*=0-9) ● PW.1.17075.*001 (*=0-9) ● PW.1.17086.*001 (*=0-9) 	January 2026
Prowise Touchscreen One	<ul style="list-style-type: none"> ● PW.1.16065.1001 ● PW.1.16075.1001 ● PW.1.16086.1001 	January 2026
Prowise Touchscreen G2	<ul style="list-style-type: none"> ● PW.1.15055.1001 ● PW.1.15065.1001 ● PW.1.15075.1001 ● PW.1.15086.1001 	September 2024
Prowise Touchscreen	<ul style="list-style-type: none"> ● PW.1.15055.0001 ● PW.1.15065.0001 ● PW.1.15075.0001 ● PW.1.15086.0001 	January 2024
Prowise ProLine+	<ul style="list-style-type: none"> ● PW.1.14065.0001 ● PW.1.14075.0001 	August 2022
Prowise EntryLine UHD	<ul style="list-style-type: none"> ● PW.1.13055.0002 ● PW.1.13065.0002 ● PW.1.13075.0001 ● PW.1.13086.0001 	August 2022

For remaining rules relevant to the warranty and repair of Prowise products, we refer to the general conditions of delivery and sales of Prowise.

Version: December 1., 2023

** Where Prowise is mentioned in these Warranty Terms and Conditions, the relevant Prowise sales company is meant. Currently this is Prowise BV for the Netherlands, Prowise Belgium BV for Belgium and Prowise GmbH for Germany. If Prowise does not have a sales company in the customer's country, the Warranty Terms and Conditions of Prowise BV shall apply. The Dutch text always prevails above any other translations.*