

May 10, 2024
Computex Co., Ltd., Japan
Sales Department

Important information about termination of FP-10 device support request service

Thank you for your patronage. We are thankful and grateful to have you as our customer. As you are aware, in May 2023 we had contacted you regarding the release of FP-40 and the discontinuation of FP-10. FP-10 has since been discontinued and the end date for some of our services related to FP-10 is approaching.

The details of the service that will be terminated are as follows:

Service end date	End of June 2024 (06/30/2024)
Service to be terminated	Accepting device support request for FP-10

Note: Devices that have already been applied for are scheduled to be supported by the end of 2024. A CPU Update license will be required for using such devices.

For customers using FP-10, requests for device support will not be possible once the end date has passed. Note that device support requests for FP-40 will continue.

The following services related to FP-10 will continue as indicated below:

Sales of CPU Update license for FP-10	Accepted until the end of September 2025 (09/30/2025)
FP-10 technical inquiries, fixes, repair requests	Accepted until the end of September 2026 (09/30/2026)

If you have any clarifications, feel free to contact our sales representative or you can contact us at:

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