



## Product Advisory

**Date:** November 1, 2022  
**Product:** QDAXU Products with Universal Power Supply (LP)  
**Reason:** Manufacture Discontinue (MD) Notification

ATX formally announces this Manufacture Discontinue (MD) and End-of-Life (EOL) Notification for the LP version of QDAXU products as listed in this notice.

QDAXU apartment amplifiers are indoor wall mount devices that support bi-directional RF amplification in MDU (multiple dwelling unit) applications. The LP version has integrated AC/DC conversion inside the amplifier, as opposed to normal units with a wall wart style AC/DC converter. Due to lack of demand and component availability, ATX will be discontinuing the LP versions and offering only the normal wall wart versions. The wall wart style AC/DC converter has the same input voltage range (100VAC to 240VAC) as the LP version's integrated AC/DC converter. If any customer has a forecasted demand for any of these products, please contact ATX Product Manager, Tianhui Lan, at [tlan@atx.com](mailto:tlan@atx.com). Depending on the component and material availability in the market, ATX may be able to reverse this discontinuation for some SKUs.

### Product Specific Lifecycle Information

We strive to follow the ATX Product Hardware and Software Lifecycle Support Policy (see last page of this notice). In this instance, component and supply issues for the products mandate that general MD and End-of-Service Life (EOSL) intervals be constrained. As such, the table below includes lifecycle milestones with associated dates specific to the products.

### Product Lifecycle Milestones

Milestone	Definition	Date
Lifecycle Announcement	Date of communication announcing start of MD and the End-of-Life (EOL) process	November 1, 2022*
Manufacture Discontinue (MD)	Last day on which affected product SKUs in this communication can be ordered, provided that stock already exists	May 1, 2023*
End-of-Service-Life (EOSL)	Last day ATX Care technical support, repair or replacement will be offered	November 1, 2025**

\*While stock remains

\*\*Existing support and warranties will be honored

## Discontinued Product List

ATX Part Number	Description	Suggested Alternate
QDAXU1000LP-40CGP2W	1GHz 40dB, Cascaded GaAs Power Doubled, 2-Way with 22dB Return path, universal power supply	QDAXU1000-40CGP2W
QDAXU1000LP-38CGP2W	1GHz 38dB, Cascaded GaAs Power Doubled, 2-Way with 22dB Return path, universal power supply	QDAXU1000-40CGP2W
QDAXU1000LP-35CGP2W	1GHz 35dB, Cascaded GaAs Power Doubled, 2-Way with 22dB Return path, universal power supply	QDAXU1000-35CGP2W

## ATX Product Hardware and Software Lifecycle Support

Lifecycle	Software	Hardware
Active	<ul style="list-style-type: none"> <li>• S/W Generally Available (GA) for deployment</li> <li>• Standard Warranty terms apply for 90 days</li> <li>• ATX Care Support Plan required thereafter</li> <li>• Corrective content via Maintenance releases</li> </ul>	<ul style="list-style-type: none"> <li>• Hardware currently manufactured and available for order</li> <li>• Standard Warranty and ATX Care terms apply</li> </ul>
Inactive (Software) or MD – Manufacture Discontinued	<ul style="list-style-type: none"> <li>• Targeted corrective content (Outage, BC) with ATX Care</li> </ul>	<ul style="list-style-type: none"> <li>• Not available for new deployments and expansions</li> <li>• Customer-specific exceptions may be made based on MPSA</li> </ul>
Retired (Software) or EOL – End of Life (Hardware)	<ul style="list-style-type: none"> <li>• No corrective content available</li> <li>• Emergency Recovery only (no RCA) with ATX Care Support Plan</li> <li>• No Security patching</li> </ul>	<ul style="list-style-type: none"> <li>• ATX no longer supports advanced replacement of hardware in instances where existing stock is exhausted, but MAY provide a best effort repair service</li> </ul>
EOSL – End-of-Service-Life	<ul style="list-style-type: none"> <li>• ATX no longer supports the product</li> </ul>	<ul style="list-style-type: none"> <li>• ATX no longer supports hardware — certain hardware may be removed from software releases</li> </ul>

Note that customer and contract-specific terms and conditions may apply that supersede the above policy intervals.

# Global Services & Support

## **Contact ATX Networks**

Please contact ATX Technical Support for assistance with any ATX products. Please contact ATX Customer Service to obtain a valid RMA number for any ATX products that require service and are in- or out-of-warranty before returning a failed module to the factory.

Toll Free: 866.YOUR.ATX (866.968.7289) USA & Canada only – Select Option 1

Tel: +1 289.204.7800

Email: [support@atx.com](mailto:support@atx.com)

Web: [www.atx.com](http://www.atx.com)

As always, please contact your ATX Sales and or support primes for additional information.

ATX would like to thank you in advance for your understanding and continued support.

## **Purchase Orders**

Email: [orders@atx.com](mailto:orders@atx.com)