Product Support Status

Last updated: 31 October 2023

SpinetiX is committed to the design and manufacture of the highest quality solid-state media players for digital signage.

All our product models are made to work 24/7 and to last as long as possible: this protects our customers' investment and protects the environment. Our efforts to offer the best quality begin in Switzerland where our hardware and software architects design our products. To keep the highest standards of quality control we manufacture in Europe and select reliable technology from established partners.

In line with this strategy, SpinetiX has made the commercial commitment to offer to our customers a 3-year warranty on all our current hardware products. (See the SpinetiX General Terms & Conditions of Sale).

Moreover, SpinetiX provides you with all the support and services you need, to ensure that each of our products runs efficiently throughout every stage of its life cycle — from the time it's purchased until its end-of-life. Check out in the table below the status of our support on all our products:

Model	Manufacturer	Launch	Hardware Repair or Replacement	DSOS and Firmware Updates and Maintenance	Technical Support and Critical Security Updates
iBX410	SpinetiX	2023-10	Full	Full	Active
HMP400	SpinetiX	2020-01	Full	Full	Active
HMP350	SpinetiX	2015-10	Limited	2026-03	2026-03

Model	Manufacturer	Launch	Hardware Repair or Replacement	DSOS and Firmware Updates and Maintenance	Technical Support and Critical Security Updates
HMP300	SpinetiX	2015-10	Limited	2026-03	2026-03
DIVA - Digital Signage Player	SpinetiX	2015-10	Limited	2026-03	2026-03
HMP200	SpinetiX	2011-02	Discontinued	2020-01	2020-01
HMP130	SpinetiX	2011-10	Discontinued	2019-01	2020-01
HMP100	SpinetiX	2007-01	Discontinued	2014-07	2020-01

LEGEND

Hardware Repair or Replacement
Full: Means that the repairs and replacements are possible according to warranty.
Limited: Some of the components are still available but need confirmation from our Technical Support.

Discontinued: The product is no longer supported.

OS Updates and Maintenance
Full: The products continuously receive the latest OS updates and software features.
Date (YYYY-MM): End date of operating system updates.

Technical Support and Security Updates
Active: The products receive complete technical support and security patches from our expert engineers.

Date (YYYY-MM): End date of technical support and security updates

Visit this page regularly as it contains useful information regarding the status of your products.