

Product Change Notification – PCN # PCN000687

31st January, 2020

Dear Valued Customer:

The purpose of this letter is to inform you that Moxa is planning to implement a change to certain products. Please review the detailed information given below to determine how these changes will affect your products and/or processes. If you have any questions regarding these changes, please contact the person listed below.

Subject:

NPort S8000 Series Flash and DC-DC regulator change notice.

Service Level: Basic

Effective Date: March, 2020

Model Names/ Current Version/ New Version:

Model Name	Current Version	New Version
NPort S8455I Series	1.1.0	1.2.0
NPort S8455I-MM-SC Series	1.2.0	1.3.0
NPort S8455I-SS-SC Series	1.2.0	1.3.0

Change Description:

1. Because of the component end of life, MOXA decides to change the current components being used in the NPort S8000 series device server to a new solution which requires a hardware change (it also causes a firmware change) and it will be in effect starting from March, 2020.

The changed components are:

- i. Flash
- ii. DC-DC regulator

This change causes the new revision of NPort S8000 Series cannot work with the old versions of firmware.

Compatibility between firmware and hardware of NPort S8455I Series:

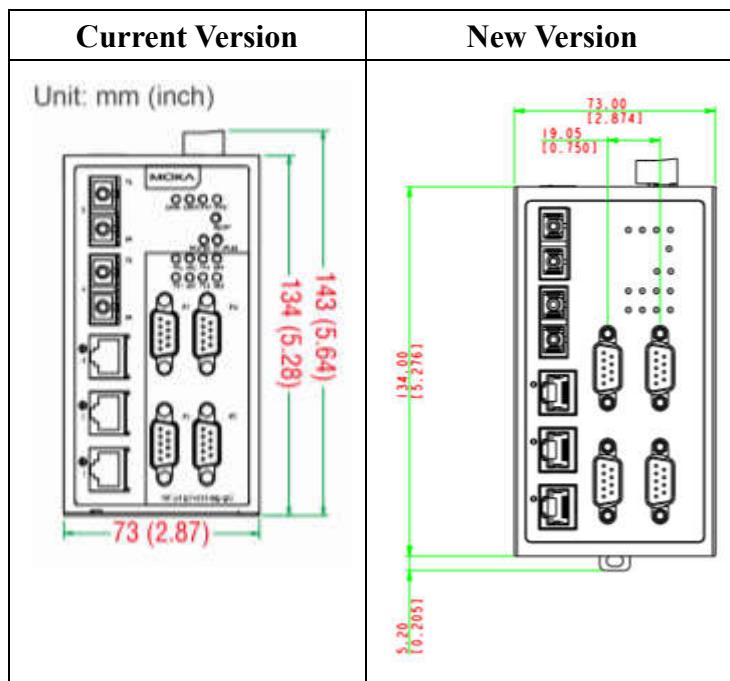
Hardware version \ Firmware version	Current (V1.6.x)	New (V1.7.0)
Current (V1.1.x)	OK	OK
New (V1.2.0)	Not compatible	OK

Compatibility between firmware and hardware of NPort S8455I-MM-SC / S8455I-SS-SC Series:

Firmware version Hardware version	Current (V1.6.x)	New (V1.7.0)
Current (V1.2.x)	OK	OK
New (V1.3.0)	Not compatible	OK

Please do not downgrade the firmware when you receive the new units. We had verified that the new version of firmware (the versions after V1.7.0) will be backward compatible with the old revisions of hardware on the field side already.

2. Mechanical enhancement on changing the spacing of DB9 connector



3. Regulation (EU standard) update:

- EN 60950-1 will be replaced by EN 62368-1.
- EN 60950-1 will be terminated on 2020/12/20.

Note:

1. If you are using the current version of above products and require additional units, please provide the quantity you will need before February 28, 2020. We cannot guarantee that sufficient supplies of the current version will be available after specified date.
2. The effective schedule of this transition may be changed based on stock availability. Please contact Product Manager for the most up-to-date schedule.

Note: For questions, contact the [Ray Chen](mailto:Ray.Chen@moxa.com) ([ray.chen@moxa.com](mailto:Ray.Chen@moxa.com)) or your regional sales contact.