

Product Discontinuance Notification—PDN# 0000454483

September 30, 2026

Dear Valued Customer,

We would like to inform you that the AIG-502 series will reach its End of Life (EoL) phase, starting April 1, 2027.

If you need any of these products for an existing project, please contact your Moxa sales representative to place orders before the last-buy date of April 1, 2027. Also, please note that last-buy orders may be subject to availability.

The End of Service (EoS) date will be December 31, 2027. Following this date, all support services—including technical assistance, new software upgrades, and new security fixes—will no longer be available. Hardware warranty, repair, and replacement services remain subject to the standard warranty policy for these products.

Please review the details below to determine how these discontinuances will affect your products and/or operations.

Which products will reach EoL?

The following products will reach EoL. Also, see the models recommended to replace those models that will soon reach EoL, as well as when the replacement models will be available for order.

EOL	Recommended Replacement	Available for Order
AIG-502-T-AZU-LX	AIG-302-T-AZU-LX	Available now.
AIG-502-T-EU-AZU-LX	AIG-302-T-EU-AZU-LX	
AIG-502-T-US-AZU-LX	AIG-302-T-US-AZU-LX	
AIG-502-T-AP-AZU-LX	AIG-302-T-AP-AZU-LX	

Applicable differences in specifications

In this table, we list the differences in specifications between the EoL products and the recommended replacement products.

Specification	AIG-502 Series (EoL)	AIG-302 Series (Replacement)
Performance	Intel Core™ i7-7600U 3.90GHz, 32GB	Armv7 dual-core 1 GHz, 2 GB RAM,

	DDR4, 32GB mSATA	32 GB eMMC
Modbus RTU/ TCP Server	Yes	Yes
Cloud device management integration	Azure: Device Twins, Direct Methods, DPS	• Azure: Device Twins, Direct Methods, DPS • AWS: Shadow, Job • MQTT: Remote API invocation
Moxa DLM Service	Yes	Yes
TPM/ Secure Boot/ Disk encryption	Yes	Yes
Role-based account management	Yes	Yes
Robust OTA upgrade	Yes	Yes

Impact on Customers:

- No further updates, enhancements, or new features will be developed for the AIG-502 Series after the discontinuation date. Moxa will continue to provide technical support and assistance for AIG-502 Series through the end of 2027.
- The performance of the AIG-302 Series may not fully meet the requirements currently addressed by the AIG-502 Series. If equivalent performance is mandatory, please contact your regional sales representative.

Please note that all service rules (e.g., warranty) still apply to the EoL products.

If you have any questions, please contact your regional sales representative.