Moxa Inc.
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Product Discontinuance Notification—PDN# 0000455295

Sep 30, 2026

Dear Valued Customer,

We would like to inform you that the MGate MB3170 Series and MB3270 Series will reach its End of Life (EoL) phase, starting Jan 1, 2028.

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 Dec 31, 2027. Also, please note that last-buy orders may be subject to availability.

The End of Service (EoS) date will be Dec 31, 2033. 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.

This transition is driven by two critical priorities:

1. **Sustainable Cybersecurity Through a Hardware Upgrade:**

   Software alone can not sustain cybersecurity for industrial networks; it must be rooted in the hardware platform itself. The first-generation platform of the MGate MB3170/MB3270 Series has inherent hardware limitations—including constrained processing and storage resources for modern cryptography, secure boot, and long-term firmware maintenance. Security enhancements on this platform therefore rely on compensating measures rather than on native platform capabilities, which is not a sustainable basis for the continuous security updates expected over the coming years.

   The MGate MB3170-G2 Series and MGate MB3270-G2 Series are built on a new hardware platform with security designed in from the ground up, allowing Moxa to deliver secure-by-design functionality and long-term security maintenance natively. We therefore strongly recommend migrating according to the schedule in this notification. You purchase the MGate MB3170 Series and MGate MB3270 Series up to the last-buy date of December 31, 2027, and receive shipments through December 31, 2028.

2. **Long-term Supply Sustainability:**

   To uphold our commitment to long-term availability, we are migrating to the G2 platform with a more sustainable life cycle. This move mitigates the risks associated with aging key components and ensures a stable supply for your future expansions.

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Discontinued Product	Last-buy Date	Last Shipment Date	End of Service (EoS) Date
MGate MB3170 Series	**December 31, 2027**	**December 31, 2028**	**December 31, 2033**
MGate MB3270 Series			

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

Which products will reach EoL?

The following products will be discontinued. Also, see the models recommended to replace the soon-to-be-discontinued models.

Discontinued Product	Recommended Replacement Product	Available for Order
MGate MB3170	MGate MB3170-G2 MGate MB3170-TB-G2*1	DB9 models: Available now TB models: By March 2027*1
MGate MB3170-T	MGate MB3170-G2-T MGate MB3170-TB-G2-T*1	DB9 models: Available now TB models: By March 2027*1
MGate MB3170I	MGate MB3170I-G2 MGate MB3170I-TB-G2*1	DB9 models: Available now TB models: By March 2027*1
MGate MB3170I-T	MGate MB3170I-G2-T MGate MB3170I-TB-G2-T*1	DB9 models: Available now TB models: By March 2027*1
MGate MB3170-S-SC	MGate MB3170-S-SC-G2	Available now
MGate MB3170-S-SC-T	MGate MB3170-S-SC-G2-T	Available now
MGate MB3170I-S-SC	By request*2	By request—contact Moxa
MGate MB3170I-S-SC-T	By request*2	By request—contact Moxa
MGate MB3170-M-SC	MGate MB3170-M-SC-G2	Available now

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MGate MB3170-M-SC-T	MGate MB3170-M-SC-G2-T	Available now
MGate MB3170I-M-SC	By request*2	By requestcontact Moxa
MGate MB3170I-M-SC-T	By request*2	By request—contact Moxa
MGate MB3170-M-ST	MGate MB3170-M-ST-G2	Available now
MGate MB3170-M-ST-T	MGate MB3170-M-ST-G2-T	Available now
MGate MB3270	MGate MB3270-G2 MGate MB3270-TB-G2	Available now
MGate MB3270-T	MGate MB3270-G2-T MGate MB3270-TB-G2-T	Available now
MGate MB3270I	MGate MB3270I-G2 MGate MB3270I-TB-G2	Available now
MGate MB3270I-T	MGate MB3270I-G2-T MGate MB3270I-TB-G2-T	Available now

Note:

- *1 The MGate MB3170-TB-G2 models (terminal block) are scheduled to be available for order by January 2027. The DB9 models are available now.
- *2 Models marked “By request” are design-ready but are not released as standard catalog products. Please contact your Moxa sales representative if you require these models; we will review the accumulated demand and evaluate adding them to the G2 lineup.
- Final production of the MGate MB3170/MB3270 Series will end in Q4 2027. Orders placed after that date will be fulfilled from the remaining inventory, and the effective schedule of this transition may be changed based on stock availability.

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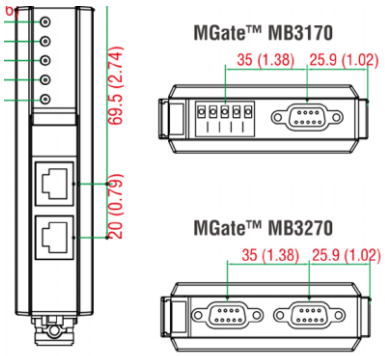
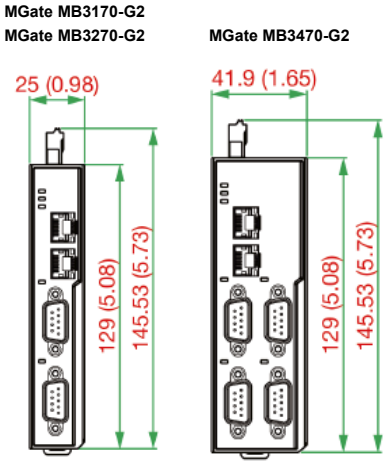
Applicable differences in specifications

The MGate MB3170-G2/MB3270-G2 Series keeps the same DIN-rail mounting method, the same 12 to 48 VDC redundant power input, and the same Modbus gateway functions as the MGate MB3170/MB3270 Series.

The panel layout has changed: the serial ports have moved from the bottom panel to the front panel, and a 4-port model (MGate MB3470-G2 Series) has been added. Please review the specification differences listed below and the migration guide before deployment.

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

Specification	MGate MB3170/MB3270 Series (Discontinued)	MGate MB3170-G2/MB3270-G2/MB3470-G2 Series (Replacement)
Serial port location	Bottom panel  unit: mm	Front panel, below the Ethernet ports  unit: mm
No. of serial ports	MB3170: 1 MB3270: 2	MB3170-G2: 1 MB3270-G2: 2 MB3470-G2: 4 (new)
Serial connector	MB3170: 1 x DB9 male (RS-232) + terminal block (RS-422/485) MB3270: 2 x DB9 male	DB9 male (1/2/4 ports), or 5-pin spring-type terminal block (-TB models) On -TB models, RS-232 provides TxD, RxD, GND only

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Ethernet	● 2 x RJ45 ● 100BaseFX with SC/ST connector	● 2 x RJ45 ● 100BaseFX with SC/ST connector, or SFP slot
Housing	Plastic	Metal
Dimensions (with DIN-rail mounting kit)	29 x 89.2 x 124.5 mm	MB3170-G2/MB3270-G2: 25 x 89 x 132 mm MB3470-G2: 42 x 89 x 132 mm
Weight	MB3170: 360 g MB3270: 380 g	MB3170-G2: 338 g MB3270-G2: 393 g MB3470-G2: 444 g
Power connector	7-pin terminal block	8-pin terminal block
Operating temperature (standard models)	0 to 60°C	-10 to 60°C

What does this mean for product support?

This notification follows the Moxa Product Life-cycle Management Policy. The service level available to your changes as the product moves through the following phases:

Life-cycle Phase	Period	Service Availability
PDN release to the Last-buy date phase	September 30, 2026 – December 31, 2027	The product remains available for purchase. Standard support, bug fixes, and security patches continue. No new software enhancements will be developed.
End-of-life (EoL) phase	January 1, 2028 – December 31, 2033	The product is no longer available for purchase. Product pages, documentation, and software downloads remain available, and technical support continues. Bug fixes are limited to critical issues, and confirmed vulnerabilities are assessed and addressed by severity.

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End of Service (EoS) phase	From December 31, 2033	All support services—technical support, repairs, new software updates, and new security patches—are no longer available. Software and documentation downloads may remain available at Moxa's discretion for a minimum of 10 years after the EoS date.

For the full policy, see: https://www.moxa.com/en/support/product-support/product-life-cycle-management-policy

Recommended Next Steps

- Start evaluating the MGate MB3170-G2/MB3270-G2 Series now—the G2 models are available for order today, and evaluation samples and migration support are available immediately.
- Review your current inventory and forecast, and place last-time buy orders before December 31, 2027.
- Review the cross-reference table above and contact your regional sales representative to arrange evaluation samples and align your design-in schedule.
- Orders placed by the last-buy date can be shipped up to December 31, 2028. Orders that cannot be shipped by that date will be cancelled.
- Plan your migration to a supported product before the EoL date and complete it well before the EoS date of December 31, 2033.

For a more detailed migration guide, including product installation, software migration guide, and product hardening guide for a guided transition toward the next-generation G2 product, see Related Support Documents > Tech Note on the official Moxa website page:

https://www.moxa.com/en/support/product-support/software-and-documentation/search?psid=145336

Please note that all service rules (e.g., warranty) still apply to the discontinued products. If you have any questions, please contact your regional sales representative.