

July 1, 2022

Dear Valued Partner:

After 9 years and over 11,000 units, Image Sensing Systems (ISS) is retiring the RTMS Sx-300 product family.

- As of January 1, 2023, ISS will no longer be offering the RTMS Sx-300 for sale.
- ISS will continue to honor any outstanding warranty and provide technical support for the product until January 1, 2028 when the Sx-300 product family will be considered End-of-Life.
- ISS will also strive to provide repair services for Sx-300 if parts are available. Given the current supply chain challenges, availability of parts is challenging to forecast but we anticipate the ability to repair units for years.

Affected Products or Service

Product	Part Number	Replacement/Upgrade Suggestion
RTMS Sx-300	RTMS Sx-300	RTMS Echo
	RTMS Sx-300 TCP	
	RTMS Sx-300 SSP	RTMS Echo with external contact closure module

In preparation for this End-of-Sale event, ISS introduced the RTMS Echo in 2020, which has proven to offer market leading data accuracy and ease of use. Customers who have transitioned from Sx-300 to Echo have been pleased with the performance of Echo.

Please contact your regional distributor, or ISS customer support to assist with an upgrade and maintenance replacement plan to fulfill your detection needs.

Thank you for your continued business. We look forward to hearing from you on how we can help you achieve your traffic management goals.

Sincerely,

Seth Anderson
Senior Product Manager – RTMS