

BBTB Date:	04 February 2020
BBTB Number:	BBTB-045
BBTB Title:	VIGIL Eclipse 2 Support End Date
System Description:	Eclipse 2 Support End Date - Oct 2022
Product(s) Affected:	VIGIL Eclipse 2 VA System
Reference:	N/A
Priority:	4

1 - Essential: Action is Recommended

2 - Important: Product Form / Fit / Function has been changed (may affect compatibility)

3 - General: For information / reference

4 - Obsolescence: Notification of Component or Product Obsolescence

DESCRIPTION

The Last Time Buy for the VIGIL Eclipse2 stand alone, wall mountable, voice alarm system was in 2012 and we confirm that this product is obsolete and no longer available.

We will endeavour to support this product in line with our internal procedures until 1st October 2022. After this date all support on this product will end.

COMPATIBILITY

We will continue to maintain a stock of key internal components where possible, however please be aware that due to obsolescence there may be an extended lead time on some replacement parts or we may offer service exchange units. If a VIGIL Eclipse2 is damaged beyond repair we will endeavour to support the existing system, however we may offer an upgrade to an alternative system, this may be broadly compatible although cabling requirements and features may differ slightly.

Due to the VIGIL Eclipse2 no longer being supported from **1st October 2022** we suggest consideration / risk assessments are carried out at any sites that utilise the Eclipse 2.

Our latest wall mountable VA System is the Eclipse5 which utilises our Vigil3 technology. These are fully supported for a minimum of 15 years from the date of purchase.

If you require any further information on this please feel free to visit our website

<https://www.baldwinboxall.co.uk/en54-vigil3-voice-alarm>

or contact our sales team who will gladly help.

Customer Services Contact Details

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