

In today's fast paced technology world, Eaton invests and innovates within the lighting controls market resulting in the introduction of new control systems, control products and software applications and growing lighting control portfolio.

Eaton is committed to maximize the value from your investment in our lighting systems. As such every day, a team of highly skilled support professional and software developers provides technical support to our customers across our lighting control portfolio.

Although we strive to maximize the value of your investment from our lighting systems, products do reach an end of life due to technology obsolescence or inability to reliably maintain the system.

Notification

We are announcing the end of the extended support for Fifth Light System – 1st Generation on December 31st, 2019.

The 1st Generation Fifth Light system was introduced for general availability 10 years ago. The system was replaced in 2013 by the 2nd Generation Fifth Light system which introduced a more distributed architecture. The 2nd Generation Fifth Light system is the system that we sell and support today.

We have been supporting its 1st Generation Fifth Light customers since 2009. In 2018, we announced the end of support for the Fifth Light System – 1st Generation. We also extended the support for the system for customers with a service contract. Since then we have been working with our customers on a migration plan to one of our connected lighting systems.

After December 31st, 2019, we will not be able to reliably maintain the Fifth Light System – 1st Generation due to technology obsolescence which makes it difficult to reliably maintain the system.

Life Cycle Policy

The Eaton Life Cycle Policy gives you consistent and predictable guidelines for the availability of support throughout the life of a product. Every Eaton lighting control system has a life cycle. The life cycle begins when a product is released and ends when it's no longer supported. Knowing key dates in this life cycle helps you make informed decisions about when to update, upgrade or make other changes to your system.

End of Sales

End of sales refers to the date when a particular lighting control system or control components is no longer shipped to customers. This table lists the products with an end-of-sales dates.

Lighting Control systems or component	Date of general availability	Date of end of sales
Fifth Light System Generation 1 - LCP	May 4, 2009	Aug 30, 2013
Fifth Light System Generation 1 – LMS 4.11	May 4, 2009	Aug 30, 2013

End of Support

End of support refers to the date when a particular lighting control system or control component is no longer supported. The end of the date support will vary based on the product type and the technology evolution. This table lists the products with a specific end-of-support date.

Lighting Control systems or component	Support End of Date	Extended Support End of Date for customers with valid service contracts	Notes
Fifth Light System Gen 1 – LCP and LMS	Aug 30, 2018	December 31, 2019	Fifth Light System Gen 1 can be migrated to iLumin Plus or Fifth Light System Gen 2. In case of a LED retrofit, the facility also have to opportunity to migrate to the Wavelinx system, i.e. Eaton's wireless connected building solution.

Contacts

Agents to contact their Eaton sales reps to learn more about the migration options offered by Eaton. Reach out to your customers with Fifth Light System – 1st Generation to ensure that they are aware of the end of extended support.

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