

# Fact Sheet

## PRIMEQUEST Server Support Roadmap Announcement

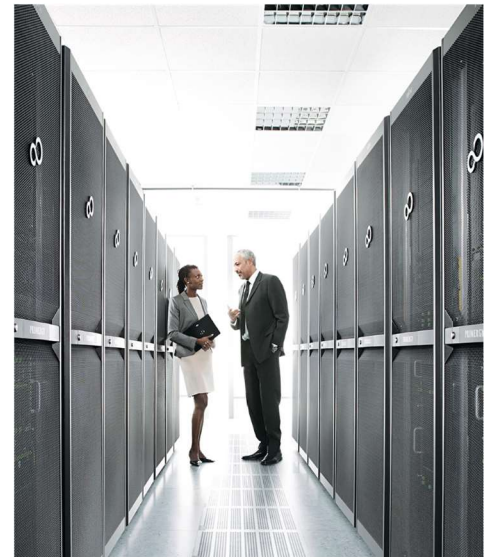
This announcement contains Manufacturer End of Service dates and Fujitsu America, Inc. End of Service Support period begins for PRIMEQUEST® server and associated software after the manufacturer’s End of Sale / End of Life / Last Factory Ship Date and generally continues for 5 years beyond that date. Products and associated software will be retired and will no longer be supported after the Fujitsu Support End of Service Life date.

Customers with active service contracts will continue to receive support from the Fujitsu Global Service Center until close of business through contract expiration date

**NOTE:** Development of new Firmware Patches/ Updates will cease and access will be limited to the levels currently available. OS support may no longer be available and not included. Parts replacement and break/fix services are performed on a commercially reasonable basis per contracted service level based on parts availability.

**TAKE ACTION NOW:** Contact your Fujitsu Client Executive or reseller for more information about new PRIMEQUEST server products. For service renewal information, contact your Service Delivery Manager.

**ASK US:** [go\\_enterprise@us.fujitsu.com](mailto:go_enterprise@us.fujitsu.com).



### Product models affected by this announcement

Model	Part Number	End of Support Date
PRIMEQUEST 1800B Base Unit		12/31/2018
PRIMEQUEST 1800B2 Base Unit		12/31/2020
PRIMEQUEST 1800E Base Unit		4/30/2019
PRIMEQUEST 1800E2 Base Unit		12/31/2020
PRIMEQUEST 2800B Base Unit	MCF3AC111B	4/30/2021
PRIMEQUEST 2800B2 Base Unit	MCG3AC111B	6/30/2022
PRIMEQUEST 2800B3 Base Unit	MCH3AC111B	7/31/2021
PRIMEQUEST 2800E Base Unit	MCF3AC111	4/30/2021
PRIMEQUEST 2800E2 Base Unit		6/30/2022
PRIMEQUEST 2800E3 Base Unit		7/31/2021



Learn more about the Fujitsu America, Inc. End of Service Life Policy  
<https://www.fujitsu.com/us/support/products/computing/server-storage/eosl/>

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## Fujitsu platform solutions

### Fujitsu Portfolio

Build on industry standards, Fujitsu offers a full portfolio of IT hardware and software products, services, solutions and cloud offering, ranging from clients to datacenter solutions and includes the broad stack of Business Solutions, as well as the full stack of Cloud offering. This allows customers to leverage from alternative sourcing and delivery models to increase their business agility and to improve their IT operation's reliability.

### Computing products

[www.fujitsu.com/global/services/computing/](http://www.fujitsu.com/global/services/computing/)

### Software

[www.fujitsu.com/software/](http://www.fujitsu.com/software/)

## More information

To learn more about Fujitsu PRIMEQUEST products, please contact your Fujitsu sales representative or Fujitsu Business partner, or visit our website. [www.fujitsu.com/us](http://www.fujitsu.com/us)

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## Contact

FUJITSU AMERICA, INC.

Address: 1250 East Arques Avenue Sunnyvale, CA 94085-3470, U.S.A.

Telephone: 800 831 3183 or 408 746 6000

Website: [www.fujitsu.com/us](http://www.fujitsu.com/us)

Contact Form: [www.fujitsu.com/us/contact](http://www.fujitsu.com/us/contact)

Have a question? Email us at: [AskFujitsu@us.fujitsu.com](mailto:AskFujitsu@us.fujitsu.com)