

Date: September 3, 2024

To: Valued Tucor Customers

From: Maggie Sarver, Communications Lead

Re: TW Series End-of-Life Notice



Valued Tucor Customer,

We appreciate your support of Tucor. At Tucor, we aim to bring top-quality water management products that drive meaningful value to our customers. We are writing to you because of a product line that no longer fits that standard.

Our TWI Controller is the final iteration of a controller line we first introduced in 1995. Due to continued component issues and the age of the line, we are notifying you that as of December 1, 2024, Tucor will no longer accept orders for new TWI controllers. Between now and December 1, 2024, Tucor will continue to process new TWI controller orders; however, we encourage upgrading to the new NLP for all current TW Series controllers. The NLP Controller is the direct replacement for the TW Series.

Please see below for a summary of our product discontinuation notice.

Products Included in End-of-Life Designation:

- TW Series Controllers
 - TWC (Old Style)
 - TWC-NV or Flowmaster (No Web Firmware)
 - TWI (Web Firmware Enabled)
- MAS-100 4-20mA Soil Moisture Sensor
- PD-100 Pump Decoder

End-of-Life & Support Summary:

- End of Ordering: EOB December 1st, 2024
- End of Product Support: Jan 1, 2028
- End of Customer Service Support: Jan 1, 2028
- TWI Replacement: NLP Controller

Our TWI customers are some of the longest-held and dearest customers we have. Supporting our customers through this process is important to us.

For questions/concerns on this transition, please email Maggie Sarver (mps@tucor.com) or call us at 724.935.6850.

Frequently Asked Questions

How long will the TW Series decoders be supported?

The January 1, 2028, end-of-product support date does not apply to TW Series decoders. This includes:

- LD-050
- LD-200
- LD-400
- LD-600
- SD-220 (Sensor decoders)
- SP-100 (Tucor universal surge protectors)

Tucor will continue to support the LD decoder line as long as possible.

What constitutes “End-of-Product Support”?

Tucor will only provide replacements or enhancements before this date. This includes:

- Refurbished units
- Warranty replacements
- Non-Warranty replacements
- License Key support (expands zone count)

Tucor cannot guarantee the availability or timely delivery of replacements for End-of-Life products.

What constitutes “End-of-Customer Service Support”?

Tucor cannot guarantee timely customer support after this date. This includes:

- Support for TWI controller functionality
- Support for TWI 2-Wire troubleshooting
- Support for TWI Remote Access platform (RealNet)

What is the NLP, and why is it the replacement for the TWI Line?

Tucor’s NLP is a controller designed with TWI retrofit in mind. With a TWI to NLP retrofit, the following is preserved:

- LD decoders
- TWI programs, decoder & station information
- For more information on TWI to NLP retrofit, access the TWI page at <https://tucor.com/twi/>.

What is the Warranty for “Last Time Buy” product?

All Last Time Buy products are subject to Tucor’s standard warranty. If Tucor cannot replace a product covered under warranty, Tucor will issue distributors a credit. All warranty requests and inquiries must be directed through authorized distributors.

Please be advised that Tucor does not make representations or warranties concerning any product, including but not limited to the TWI controller, via this letter. This notice is purely informative and does not create any binding obligation on you or Tucor unless otherwise agreed to in writing.