

Rillieux la pape the 1st of February 2024

## **Announcement of end of life and maintenance V10 and earlier versions of 3Design software**

Gravotech announces the end of life and technical support for 3Design software versions prior to version 11 (versions V6, V7, V8 ,V9, V10) as of 01/02/2024.

3 years after the release of 3Design V10 on the market, software's operating systems have become obsolete and the related software systems have evolved. As a result, we are no longer able to provide technical support related to 3Design V10 and its earlier versions.

Obsolescence of 3Design V10 (and earlier versions) results in:

- The change in protection technology prevents the reprogramming of licenses of obsolete versions requested by customers.
- Stopping the distribution of installation files for obsolete versions.
- The impossibility of performing Gravotech technical support, whatever it is, on these older versions.
- The progressive and possible incompatibility of files (\*. VTF) from older versions with the current versions of the software.

Maintaining operation:

- 3Design V11 remains functional on the current environment and the current installation of the software (without maintenance or support) remains possible.
- Purchased product licenses remain active for life regardless of the evolving Windows and Macintosh environment and current potentially incompatible hardware.

More information on end-of-life:

- To learn more about our end-of-life program, see our End of Life FAQ.
- To view [hardware and OS requirements](#), visit our page.

We are aware that 3Design V10 could still provide many benefits to your business. Our journey towards software innovation and modernization has resulted in the release of new versions. In order to minimize disruptions, secure your production and study the possibility of updating your product, we remain at your entire disposal to guide you towards the new 3Design software offers. You can contact our customer service or your sales representative in charge at any time or reach us by email: [Sales@type3.com](mailto:Sales@type3.com)