

Product Change Notification (PCN)

Mediatrix Sentinel 400 Series Hardware Revision 1

Classification

Product end-of-life (EoL)

Description

This document informs that the Mediatrix Sentinel 400 Series Hardware Revision 1 will be discontinued as per the Mediatrix Product Life Cycle policy.

Effective Date

March 31st, 2027

Affected Products

All Mediatrix Sentinel 400 Series Hardware Revision 1.

The hardware revision can be distinguished by the 2nd digit in the product code:

Hardware revision 1	Hardware revision 2
S 1 bcdefghhiiijkk12345678	S 5 bcdefghhiiijkk12345678

Product Codes affected by this change

Product Code	Model	Firmware
S 1 bcdefghhiiijkk12345678	Model S / Sentinel 400	DGW

Contacting Media5

In order to optimise technical request service, Media5 works with Channel Partners to resolve technical support issues. All end-users requiring technical support are encouraged to contact their direct Media5 distributor or reseller.

Customers with a Media5 Service Level Agreement can request support directly from the Media5 Technical Assistance Center through our Web portal (MSP).

<https://www.m5t.com/services-support/>