

As a valued Samsara customer, we'd like to provide you with the latest update to our Industrial Gateway ("IG") product line. As of **December 1, 2021**, Samsara has made the decision to **end-of-sale the IG41** (datasheet [here](#)). We will continue to support all current IG functionality for customers with active licenses until our **End of Support date, December 31, 2025**.

This will allow us to focus additional resources on improving our [AG product line](#), which serves the majority of our IG-customer use cases. We will continue to sell and support our IG15. Read our IG15 product page [here](#). We regret any inconvenience this causes you.

See below for more Industrial product End of Sale & End of Support details:

IG41 End of Support

We define the End of Support date as the last date we will support functionality of the hardware, software, or firmware components. After this date, there will be no more software updates/fixes, technical support, hardware repairs, and RMA procedures will end.

Our End of Support date for all **Industrial products and IG-dependent products** (*with the exception of the IG15 and IG15 cables and accessories*) is **December 31, 2025**. The End of Support includes all "Industrial EOL" products below:

- IM31, IM32, IM33, IG20, IG21, IG41, IG61
- HM11, WM11, VS2, HMI10, PM20
- All IG cables, modules, antennas, and accessories (*with the exception of IG15 cables and accessories*)

We will also end support the Industrial Cloud Dashboard on **December 31, 2025**. This means that as of the End of Support date, all existing customers will need to begin using the main Samsara dashboard that supports our [Assets, Telematics, Safety and Sites](#) products. Key features that we will no longer support as of the End of Support date, including PLC automation functionality.

Last-time IG41 purchase option

If you are interested in a **last purchase** of any of our Industrial products (see list above), please let us know by **January 28th, 2022**. After this date, we cannot guarantee a last purchase option.

Replacements / RMAs

For Industrial hardware warranty issues, we will replace it with the same hardware in accordance with our [Hardware Warranty and RMA Policy](#) until your current license ends.

Industrial Product Renewals

When your current license ends, you will have the option to renew up to our End of Support date. If you originally purchased through one of our Partners, please process your renewal through them. If the partner is no longer in business or a partner of Samsara, please reach out to Samsara directly at industrial-support@samsara.com for assistance.

Replacement Option after End of Support

We currently do not offer a replacement option. Our AGs serve the majority of our IG-customer use cases.

Continued Support

We will continue to support all IGs with active licenses until our End of Support date. As of the End of Sale date (12/1/2021), no new features will be built for the IG41. We will continue supporting current product performance until December 31, 2025, in accordance with our terms of service.

Refund Policy

We will provide all customers with current licenses on Industrial EOL products the option to early terminate contracts. To request this, please reach out to your Customer Success Manager or industrial-support@samsara.com.

After End of Support Date

All End of Support products will be shut off and de-activated from the Samsara Cloud after the End of Support date. After this date, you will not be able to access any data stored on the devices that is not already uploaded to the dashboard. Please retrieve any and save any relevant data prior to this date.

Partner Support - Contact Partner Account Manager

Samsara still has a strong focus on equipment tracking and monitoring through our [AG-series products](#) and [IG15](#) as this use case aligns most closely with our core business. We hope to continue our partnership around any opportunities we are able to service through these products and their corresponding feature set. If you have questions, please contact your Partner Account Manager at aleck.hiscox@samsara.com.

Want to contact Samsara?

Contact Samsara Support at industrial-support@samsara.com.