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) and the IG15 (product page 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 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** is **December 31, 2025**. The End of Support includes all "Industrial EOL" products below:
- IM31, IM32, IM33, IG15, IG20, IG21, IG41, IG61
- HM11, WM11, VS2, HMI10, PM20, EM22, EM23
- All IG cables, modules, antennas, 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 ("Connected Operations") 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.

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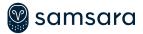
After End of Support Date
All End of Support products will be shut off and de-activated from the Samsara Cloud after the End of Support date. After this date, you will not be able to access any data stored on the devices that is not already uploaded to the dashboard. Please retrieve any and save any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

Extract Your Data Before the End of Support Deadline
To preserve your data, follow these steps before December 31, 2025:

- **Select a Storage Solution**
  Choose a secure database or cloud service like **AWS Timestream**, **Google BigQuery**, or **TimescaleDB**.
- **Export Your Data**
  Your development team can then reference this [guide](#) to use the [/industrial/data/history](#) API endpoint for bulk data extraction.
- **Visualize Your Data**
  Analyze and present your data using tools like **Tableau** or **Grafana**.

Upcoming: Advancing Fleet Management for Powered and Industrial Equipment

Samsara is committed to meeting the unique needs of powered and industrial equipment operators, and we want to inform our customers about our plans to introduce new advanced features in our Fleet platform to address these needs, beginning later this year. For equipment such as generators, compressors, pumps, boilers, chillers, and lifts these updates are designed to reduce downtime, optimize fleet utilization, and lower operational costs. New Fleet capabilities will include:

- J1939 and Modbus protocol support
- customizable data inputs
- real-time configurable alerts
- advanced custom reporting

By offering robust diagnostics, historical data visualizations, and flexible input monitoring, customers will also be able to track key metrics such as idle time, detect anomalies, and streamline maintenance operations. With these solutions, we will empower our customers to effectively manage their equipment and address these key challenges and scaling complexities.

We're excited to help our customers take their fleet management to the next level with these innovative updates.