

radionix

Software Service and Support Policy

Date:
3 June 2026

radionix

1 Document information

Products	Building Integration System (BIS), Access Management System (AMS)
Reference	Radionix Software End of Life Concept
	Last modified: June 3, 2026

1.1 Version history

Date	Description
2020-03-24	Added commissioning to definitions and in the life cycle.
2020-04-17	Compressed document.
2020-07-01	Updated policies according to new software maintenance agreements.
2020-11-20	Updated BIS 4.8 release date
2021-03-23	Updated Release Phase Definitions overview
2021-05-28	Updated AMS 3.0.1 release dates and support cycles
2021-07-02	Updated Release Phase Definitions overview.
2021-09-21	Updated BIS 4.9 release dates.
2023-04-13	Updated AMS 5.0 release dates.
2023-09-06	Updated BIS 5.0 release dates.
2023-10-25	Adjusted existing hotfixes availability definition in the Limited Support phase.
2024-08-01	Extended availability dates for BIS 5.0 due to delayed release of successor BIS 6.0
2024-11-08	Updated AMS 5.0.1, 5.2, 5.5 release dates
2024-12-20	Updated BIS 5.0 Limited Support date

Please check the [radionix.com](https://www.radionix.com) website for the latest version of this document.

2 Introduction

Compared to hardware, in which it is relatively easy to define an limited support concept based on the expected lifetime, software behaves totally different. In theory, when the environment does not change, software can still be running ten years after it has been installed. As new versions of the software are released regularly, it is important for customers to know what they can expect from Radionix when the software is purchased. This document describes how Radionix handles the life-cycle of BIS and AMS, and in which state a specific release can reside. Additionally this document lists the up-to-date situation for all of those software packages.

Using the software maintenance agreement (SMA) program, a system can be continuously maintained, upgraded and supported. More information on the software assurance program can be found on the [Radionix](#) website.

✘ Based on Radionix internal regulation CDQ0214: *"Products may only be placed on the market if they comply with the legal requirements and don't jeopardize safety and health of people."* Additionally, based on Radionix internal regulation RB/GF182, the following principle is applied: *"The application must function in such a way that, under product operating conditions, in the entire work/program map area the warranted characteristics are met."*

Software versions that have reached the limited support phase are not maintained, may not meet the legal requirements related to "state of the art" products and Radionix cannot guarantee the warranted characteristics of these products are met. As a result, new systems based on software that has reached the limited support phase cannot be purchased. System extensions are unaffected and can be purchased until the software goes into the end of life phase.

2.1 Definitions

The table below contains the definitions of the availability of the software related services. The availability of these services depends on the lifecycle status of the product and the software maintenance agreement coverage of the system.

Purchasing	The software can be purchased.
Download	The software can be downloaded from the Product Catalog or downloadstore .
Pre-sales support	Our pre-sales teams will support you in solving your design challenges based on the software.
Commissioning support	Our technical support teams will support you in commissioning the software up to 30 days (90 days with valid SMA) after the first activation. Commissioning support is limited to installation and initial system commissioning assistance during the grace period following first-time activation. Requests outside the scope of installation and initial commissioning may be declined. Commissioning support is not a substitute for an active Software Maintenance Agreement.
After-sales support	Our technical support teams will support you in solving system and software failures.

Requesting hot fixes	You have the right to request hotfixes for software failures. When a problem is fixed in a newer version of the software, you might be asked to upgrade your system. When a problem is reproducible in the latest version, we will fix the problem in the latest version and (optionally) release a hotfix to fix the problem in earlier versions. This includes data security patches.
Access to hot fixes	Indicates the availability of patches and/or hotfixes to fix a problem.
Software Maintenance Agreement (SMA)	The software maintenance agreement is a service that allows you, for example, to upgrade to the latest software version and contact our technical support teams. Customers can purchase a maximum number of 5 years of SMA for AMS in advance, and 3 years in advance for BIS respectively.
Upgrade possibility	Product upgrades with SMA are possible and allow you to download and license later version of the product, including the latest release with new features, security and legal innovations.

3 Release phase definitions

3.1 Overview

This section describes the states a software release can be in.

Description	Preconditions for service	General availability	Limited availability*	Limited support	End of life
Purchasing	N/A	Base, features, extensions	Features, extensions	Features, extensions	No
Download	N/A	Product Catalog , downloadstore		Partly*	Partly*
Support services	SMA	Yes	Yes	Yes	No
Commissioning support	N/A	Within grace period**	N/A	N/A	N/A
Access to existing hotfixes	SMA	Provided on request by technical support		Partly*	Partly*
Requesting new hotfixes	SMA	Yes	Yes	No	No
Upgrade possibility	SMA	Yes	Yes	Yes	Partly***

Additional information

- * Limited support software versions and related existing hotfixes can be provided on request by our tech support only to customers with valid SMA.
- ** The grace period lasts up to 30 days after initial first-time activation of the software. For customers with an active Software Maintenance Agreement, the grace period lasts up to 90 days after initial activation.
- *** Upgrade possibility after end of life only available for software versions AMS 5.0 and above & BIS 6.0 and above. Please refer to chapter 4 for more details.

3.2 Description

General availability	The base licenses of the software are available for purchasing and can be downloaded from the Radionix Product Catalog in the general availability phase. All available licenses and functional modules can be purchased and added to an existing system. The software is fully supported by the Radionix technical support team if the system is covered by a valid SMA and system relevant bugs can be fixed in case of reported and confirmed issues.
Limited availability	When software is in the limited availability phase the base packages are not available for purchasing anymore. As a result new systems cannot be purchased, but existing systems can be expanded. The software is fully supported by the Radionix technical support team if the system is covered by a valid SMA and system relevant bugs can be fixed in case of reported and confirmed issues.
Limited support	When software has entered the limited support phase, patches and hotfixes will not be created to solve problems. The software is supported by the Radionix technical support team, but customers might be asked to upgrade to a newer version to continue troubleshooting and provide a fix. Existing systems can still be expanded.
End of life	When software has entered the end of life phase, it will not be supported by the Radionix technical support team and the system cannot be extended by purchasing additional licenses or functional modules. Patches and hot fixes will not be issued when problems are encountered.

4 Current status

4.1 Building Integration System (BIS)

Version	State	Start	End	Length	Important notice!
BIS 6.0					
BIS 6.0	General availability	2025-10-17	2026-10-16	12M	
BIS 6.0	Limited availability	2026-10-17	2027-10-16	12M	
BIS 6.0	Limited support	2027-10-17	2028-10-16	12M	
BIS 6.0	End of life	2028-10-17	N/A	N/A	
BIS 5.0					
BIS 5.0	General availability	2023-05-03	2025-12-31	31M	Upgrade to BIS 6.0 or above before October 1 st 2026. Afterwards, updates and extensions are only possible with tech support assistance. After the EOL date, updating will no longer be possible.
BIS 5.0	Limited availability	2025-01-01	2026-11-03	11M	
BIS 5.0	Limited support	2026-11-03	2028-05-03	18M	
BIS 5.0	End of life	2028-05-03	N/A	N/A	

BIS 4.9.1					
BIS 4.9.1	General availability	2021-12-17	2022-12-17	12M	Upgrade to BIS 6.0 or above before October 1 st 2026. Afterwards, updates and extensions are only possible with tech support assistance. After the EOL date, updating will no longer be possible.
BIS 4.9.1	Limited availability	2022-12-17	2023-12-17	12M	
BIS 4.9.1	Limited support	2023-12-17	2026-12-17	36M	
BIS 4.9.1	End of life	2026-12-17	N/A	N/A	
BIS 4.9					
BIS 4.9	General availability	2021-07-09	2022-07-09	12M	Upgrade to BIS 6.0 before October 1 st 2026. Afterwards, updating will no longer be possible.
BIS 4.9	Limited availability	2022-07-09	2023-07-09	12M	
BIS 4.9	Limited support	2023-07-09	2026-07-09	36M	
BIS 4.9	End of life	2026-07-09	N/A	N/A	
BIS 4.8					
BIS 4.8	General availability	2020-11-13	2021-11-13	12M	Upgrade to BIS 6.0 before October 1 st 2026. Afterwards, updating will no longer be possible.
BIS 4.8	Limited availability	2021-11-13	2022-11-13	12M	
BIS 4.8	Limited support	2022-11-13	2025-11-13	36M	
BIS 4.8	End of life	2025-11-13	N/A	N/A	

BIS 4.7					
BIS 4.7	General availability	2019-11-30	2020-11-30	12M	Upgrade to BIS 6.0 before October 1 st 2026. Afterwards, updating will no longer be possible.
BIS 4.7	Limited availability	2020-11-30	2021-11-30	12M	
BIS 4.7	Limited support	2021-11-30	2024-11-30	36M	
BIS 4.7	End of life	2024-11-30	N/A	N/A	
BIS 4.6.1					
BIS 4.6.1	General availability	2018-12-31	2019-12-31	12M	Upgrade to BIS 6.0 before October 1 st 2026. Afterwards, updating will no longer be possible.
BIS 4.6.1	Limited availability	2019-12-31	2020-06-30	6M	
BIS 4.6.1	Limited support	2020-06-30	2023-12-31	42M	
BIS 4.6.1	End of life	2023-12-31	N/A	N/A	
BIS 4.6					
BIS 4.6	General availability	2018-07-31	2019-07-31	12M	Upgrade to BIS 6.0 before October 1 st 2026. Afterwards, updating will no longer be possible.
BIS 4.6	Limited availability	2019-07-31	2020-01-31	6M	
BIS 4.6	Limited support	2020-01-31	2023-07-31	42M	
BIS 4.6	End of life	2023-07-31	N/A	N/A	

BIS 4.5					
BIS 4.5	General availability	2017-10-29	2018-10-29	12M	Upgrade to BIS 6.0 before October 1 st 2026. Afterwards, updating will no longer be possible.
BIS 4.5	Limited availability	2018-10-29	2019-04-29	6M	
BIS 4.5	Limited support	2019-04-29	2022-10-29	42M	
BIS 4.5	End of life	2022-10-29	N/A	N/A	
BIS 4.4					
BIS 4.4	General availability	2017-04-30	2018-04-30	12M	Upgrade to BIS 6.0 before October 1 st 2026. Afterwards, updating will no longer be possible.
BIS 4.4	Limited availability	2018-04-30	2018-10-30	6M	
BIS 4.4	Limited support	2018-10-30	2022-04-30	42M	
BIS 4.4	End of life	2022-04-30	N/A	N/A	
BIS 4.3					
BIS 4.3	General availability	2016-10-30	2017-10-30	12M	Upgrade to BIS 6.0 before October 1 st 2026. Afterwards, updating will no longer be possible.
BIS 4.3	Limited availability	2017-10-30	2018-04-30	6M	
BIS 4.3	Limited support	2018-04-30	2021-10-30		
BIS 4.3	End of life	2021-10-30	N/A	N/A	

BIS 4.2					
BIS 4.2	General availability	2016-04-30	2017-04-30	12M	Upgrade to BIS 6.0 before October 1 st 2026. Afterwards, updating will no longer be possible.
BIS 4.2	Limited availability	2017-04-30	2017-10-30	6M	
BIS 4.2	Limited support	2017-10-30	2021-04-30	42M	
BIS 4.2	End of life	2021-04-30	N/A	N/A	
BIS 4.1					
BIS 4.1	General availability	2015-01-23	2016-01-23	12M	Upgrade to BIS 6.0 before October 1 st 2026. Afterwards, updating will no longer be possible.
BIS 4.1	Limited availability	2016-01-23	2016-07-23	6M	
BIS 4.1	Limited support	2016-07-23	2020-01-23	42M	
BIS 4.1	End of life	2020-01-23	N/A	N/A	

4.2 Access Management System

Version	State	Start	End	Length	Important notice!
AMS 6.1					
Access Management System 6.1	General availability	2026-03-15	2027-03-14	12M	
Access Management System 6.1	Limited availability	2027-03-15	2028-03-14	12M	
Access Management System 6.1	Limited support	2028-03-15	2031-03-14	36M	
Access Management System 6.1	End of life	2031-03-15	N/A	N/A	
AMS 6.0					
Access Management System 6.0	General availability	2025-07-29	2026-07-28	12M	
Access Management System 6.0	Limited availability	2026-07-29	2027-07-28	12M	
Access Management System 6.0	Limited support	2027-07-29	2030-07-28	36M	
Access Management System 6.0	End of life	2030-07-29	N/A	N/A	

AMS 5.5				
Access Management System 5.5	General availability	2024-06-01	2025-07-31	14M
Access Management System 5.5	Limited availability	2025-08-01	2026-05-31	10M
Access Management System 5.5	Limited support	2026-06-01	2029-05-31	36M
Access Management System 5.5	End of life	2029-06-01	N/A	N/A
AMS 5.2				
Access Management System 5.2	General availability	2023-11-01	2024-10-31	12M
Access Management System 5.2	Limited availability	2024-11-01	2025-10-31	12M
Access Management System 5.2	Limited support	2025-11-01	2028-10-31	36M
Access Management System 5.2	End of life	2028-11-01	N/A	N/A
AMS 5.0.1 (Mobile Access add-on)				
Access Management System 5.0.1	General availability	2023-03-01	2024-02-29	12M
Access Management System 5.0.1	Limited availability	2024-03-01	2025-02-28	12M
Access Management System 5.0.1	Limited support	2025-03-01	2028-02-29	36M
Access Management System 5.0.1	End of life	2028-03-01	N/A	N/A

AMS 5.0					
Access Management System 5.0	General availability	2022-09-23	2023-09-23	12M	
Access Management System 5.0	Limited availability	2023-09-23	2024-09-23	12M	
Access Management System 5.0	Limited support	2024-09-23	2027-09-23	36M	
Access Management System 5.0	End of life	2027-09-23	N/A	N/A	
AMS 4.0					
Access Management System 4.0	General availability	2021-12-17	2022-12-17	12M	Upgrade to AMS 5.0 or above before October 1st 2026. Afterwards, updates and extensions are only possible with tech support assistance. After the EOL date, updating will no longer be possible.
Access Management System 4.0	Limited availability	2022-12-17	2023-12-17	12M	
Access Management System 4.0	Limited support	2023-12-17	2026-12-17	36M	
Access Management System 4.0	End of life	2026-12-17	N/A	N/A	
AMS 3.0					
Access Management System 3.0	General availability	2020-07-02	2021-07-02	12M	Upgrade to AMS 5.0 before October 1 st 2026. Afterwards, updating will no longer be possible.
Access Management System 3.0	Limited availability	2021-07-02	2022-07-02	12M	
Access Management System 3.0	Limited support	2022-07-02	2025-07-02	36M	
Access Management System 3.0	End of life	2025-07-02	N/A	N/A	

AMS 2.0					
Access Management System 2.0	General availability	2019-10-15	2020-10-15	12M	Upgrade to AMS 5.0 before October 1 st 2026. Afterwards, updating will no longer be possible.
Access Management System 2.0	Limited availability	2020-10-15	2021-10-15	12M	
Access Management System 2.0	Limited support	2021-10-15	2024-10-15	36M	
Access Management System 2.0	End of life	2024-10-15	N/A	N/A	
AMS 1.0					
Access Management System 1.0	General availability	2018-11-30	2019-11-30	12M	Upgrade to AMS 5.0 before October 1 st 2026. Afterwards, updating will no longer be possible.
Access Management System 1.0	Limited availability	2019-11-30	2020-05-30	6M	
Access Management System 1.0	Limited support	2020-05-30	2023-11-30	42M	
Access Management System 1.0	End of life	2023-11-30	N/A	N/A	