

FAQ

Retirement of LEGO® MINDSTORMS® Education EV3

Statements to be used for external purposes. No sharing of full document

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General Q&A MINDSTORMS Education EV3

Why is LEGO MINDSTORMS Education EV3 retiring?

EV3 launched in 2013 and has enjoyed a long and incredibly successful performance. It has reached its natural end of life.

When will MINDSTORMS Education EV3 retire?

MINDSTORMS Education EV3 will be discontinued on 30th June 2021 (Exit date). See specifics around what it means further below. LEGO Education will continue to support the current apps for two years from Exit date

Which EV3 SKUs are retiring?

The following SKUs will exit

45500	EV3 Intelligent Brick
45501	EV3 Rechargeable DC Battery
45502	EV3 Large Servo Motor
45503	EV3 Medium Servo Motor
45504	EV3 Ultrasonic Sensor
45505	EV3 Gyro Sensor
45506	EV3 Color Sensor
45507	EV3 Touch Sensor
45514	EV3 Cable Pack
45544	LEGO® MINDSTORMS® Education EV3 Core Set

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45560	LEGO® MINDSTORMS® Education EV3 Expansion
45570	EV3 Space Challenge Set
2000425	LME EV3 Workshop I<it
2000426	LME EV3 Element Accessory Pack
2000440	LE AS 8/9/10+ Workbook A
2000441	LE AS 8/9 /10+ Workbook B
2000452	LME EV3 Design Pack
5003400	EV3 Core Set w/ Charger
5003480	EV3 Homeschool Solution
45517	Transformer I0V DC
45517	Transformer I0V DC
45517	Transformer I0V DC
45517	Transformer I0V DC
45517	Transformer I0V DC
45517	Transformer I0V DC
45517	Transformer I0V DC
45517	Transformer I0V DC
45517	Transformer I0V DC
45517	Transformer I0V DC
2000700	LE Replacement Pack LME 1
2000701	LE Replacement Pack LME 2
2000702	LE Replacement Pack LME 3
2000704	LE Replacement Pack LME 5
2000705	LE Replacement Pack LME 6
2000706	LE Replacement Pack LME 7
2000707	LE Replacement Pack Rubber Bands

Is the retail (toy) version of LEGO MINDSTORMS EV3 retiring?

Yes, retail EV3 was already retired end of 2020.

FIRST LEGO League

Can people still use EV3 sets in FIRST LEGO League and World Robot Olympiad (WRO)?

Yes, you will still be able to use EV3 in FIRST LEGO League, alongside LEGO® Education SPIKE Prime. However, the guided FIRST LEGO League Challenge materials for teachers and coaches will focus on the use of SPIKE Prime. Teams participating in WRO will also be able to continue using EV3.

Will LEGO Education continue to develop a guided mission for EV3?

The materials for the upcoming 2021-2022 FIRST LEGO League season will include a guided mission for both SPIKE Prime and EV3 users. However, for the following season - kicking-off in August 2022 - the guided mission will solely focus on SPIKE Prime.

(ONA Partners) Retirement process

What does retirement (Exit) date mean?

For Core Products and Supplementary it means:

- ➔ **Last Shipping date:** EXIT Date will be the last shipping date from LE warehouses to the partner. Partners can still sell from their stocks after this date.
- ➔ **Last order date:** The last order date is dependent on the order lead time per partner/market.

What about spare parts:

Consumer Service will continue to fulfill tech spare parts until 2 years after EXIT date on 30th June 2021.

Can partners continue to sell the stock they have?

Yes, all partners can continue to sell from their stock until they have no more

Can partners order extra products to stock up?

The direction for stock-build up is that partners should hold no more than a max of 2 months stock coverage for sell-out. This is excluding the lead-times between LE warehouse and customer.

Can partners be sure to have their orders fulfilled until the exit date i.e. are there any risks of product shortages before exit date?

The final order acceptance from LEGO Education is when the product goods are being shipped to the you our partner. Any soft enquires or order forms forwarded are NOT a confirmation. As the exact demand until exit date is unknown it cannot be ensured that all demand can be fulfilled.

How will the products be divided between partners in the event of a shortage?

To accommodate and manage a potential shortage, LEGO Education has a set of allocation principles that will be leveraged.

What is the quantity a specific partner can get until EOL? Can they ask for 1.000 units for June?

All partners can submit orders until the specific market has last order date. An order is accepted by LEGO Education when the products are shipped. This means that an order request is not ensured until actual shipment has taken place.

Product maintenance and warranty support

How will LEGO Education maintain MINDSTORMS EV3 after the retirement?

After retirement LEGO Education will continue to support the current apps but no new content or features will be developed for the product after retirement.

For how long will LEGO Education support the EV3 Apps?

LEGO Education will continue to support the current apps for two years from Exit date. This means that we will fix critical bugs and ensure that the application works on the latest version of operating systems as they are released. For example, if/when Microsoft ships a new version of Windows 10, we will ensure that the application is supported on this new operating system version. The exception to this would be entirely new platforms which are not already supported by the application at exit.

Overview of support for each Application currently in the market:

Apps	Support until
EV3 Programming app (all platforms)	1. March 2021 (Replaced by EV3 Classroom app)
EV3 Lab (all installers)	None - under retired products
EV3 Classroom (all platforms)	30. June 2023
EV3 Python experience	30. June 2023

What happens with the Applications when they are no longer supported?

When the support period ends the apps will be removed from stores and the installers will be placed under "retired products" on the LEGO Education website. Here they will be unsupported for 3 years and in 2026 they will be removed completely

What will happen to the webpage with product information?

We will keep the support pages for 2 year i.e., until summer 2023. Hereafter, they will be moved to "retired products".

What will happen with Lesson Plans?

All content will continue to be live and visible for the 2 years maintenance period. After the 2 years (summer 2023) EV3 lessons will be available following the route from "retired products"

Does LEGO Education still support the products in terms of warranty?

Consumer Service will continue to fulfill tech spare parts until 2 years after EXIT date on 30th June 2021.

Who should the customers contact if they have default products after the exit date?

They should still contact Consumer Service for parts and technical support

External Communication

When will the retirement of EV3 become public knowledge?

On February 1st, 2021, LEGO Education will include a note on the EV3 product page saying "retiring soon"

How will LEGO Education share the news publicly?

Besides updating our website, there will be no public communication

How will LEGO Education help partners communicate this to their customers? Will there be copy blocks?

The message is that "LEGO MINDSTORMS Education EV3 has reached its natural end of life and therefore will be retiring from the market". LEGO Education plans to add a "retiring soon" note to the EV3 product page on Feb 1st, 2021. Partners can do the same. Partners can also communicate this information directly in customer conversations from today.

Delivering to team commitments

Teams that have purchased the solution recently may assume that the solution they were adopting would be relevant and updated for many years. What do I say to them? LEGO MINDSTORMS Education EV3 is still a relevant solution. LEGO Education will continue to update current apps for two years post product exit and technical support will also be available. EV3 has been in the market for 7 years and is therefore blessed with a lot of educational content not only developed by LEGO Education but also by external audience.