

Product Change Notification—PCN# PCN001007

April 11, 2024

Dear Valued Customer,

We would like to inform you that Moxa is going to make changes to the product series below.

- MGate MB3170/MB3270 Series
- MGate EIP3170/EIP3270 Series
- MGate 5217 Series
- NPort IA-5150/IA-5250 Series

These changes will be implemented February 01, 2024. Please review the details below to determine how these changes will affect your products and/or operations.

What will change?

The listed models will be introduced with a new packaging design that reduces the per unit packaging size and allows for an increased number of products in the newly designed shipping carton, optimizing shipping efficiency and cost.

Change Items	Original Design	New Design
Per Unit Packaging	Box Dimension: 210 x 150 x 72 mm Packaging material: Retention pack 	Box Dimension: 172 x 128 x 39 mm Packaging material: Paper pulp 
Carton	Carton Dimension: 382 x 317 x 448 mm Product units per carton: 20 units	Carton Dimension: 416 x 396 x 212 mm Product units per carton: 27 units

Which products will be affected?

There will be no version update for the affected product, as the only update is to the packaging and not the product's design itself.

Product Name	Product Name
MGate MB3170(-T)	NPort IA-5150(-T)
MGate MB3170I(-T)	NPort IA-5150I(-T)
MGate MB3270(-T)	NPort IA-5250(-T)
MGate MB3270I(-T)	NPort IA-5250I(-T)
MGate EIP3170(-T)	MGate 5217I-600-T
MGate EIP3170I(-T)	MGate 5217I-1200-T
MGate EIP3270(-T)	
MGate EIP3270I(-T)	

When will the new versions be available?

We will introduce the new packaging design starting February 01, 2024. As to not generate extra packaging material waste, we will not rework all inventory of the listed models.

Therefore, orders shipped out from Moxa between February 01, 2024 and March 31, 2024 will come either with the original packaging design or with new packaging design.

All orders of the listed product shipped out from Moxa after April 1, 2024 will be with new package design. It is highly suggested to set regular forecast and place the order for the above models in multiples of 27 units, or at least more than 27 units, to optimize overall shipping cost with the new selected carton.

Furthermore, a new product packaging design for the NPort 5100, NPort5100A, and MGate MB3180 Seires, also with a reduced size, will be announced and implement in near future. If you have questions, please contact kenyt.lee@moxa.com, or contact your regional sales representative.