

Marketing Bulletin

Discontinued Technical Phone Support



August 2021

Honeywell | Security AMR's

Subject: Discontinued Technical Phone Support and Cyber Support

Audience: Distribution

Product Manager: Mayur Kumar

Product range: N-1000 Series panels, NS2 Series panels, PCI-2 and C-100

Dear Valued Customer,

At Honeywell, we strive to provide up to date and efficient technical support with the latest and most robust commercial security offerings in the industry. We aim to make our customers' facilities safer and more productive by delivering intelligent, connected, secure systems through a continued focus on innovation, safety, and service. In doing so, sometimes it is necessary to discontinue support for legacy products to efficiently support the latest technologies.

This notice is to advise you Honeywell is discontinuing Telephone Technical Support and Cyber Support for the N-1000 Series and NS2 Series panels in addition to the PCI-2 and C-100 communication peripherals on **December 31, 2021**.

See the chart below for the recommended solution:

N-1000 Series and NS2 Series Product Upgrade Path:

Product Upgrade Path		
Discontinued Product Support	Current Product Offerings	
	MPA Series	P-Series
N-1000-II / N-1000-II-X	MPA1002U-MPS	PRO42IC / R2*
N-1000-III / N-1000-III-X	MPA1002U-MPS	PRO42IC / R2 / R1*
N-1000-IV / N-1000-IV-X	MPA1002U-MPS*	PRO42IC / R2 / R1*
NS2 / NS2+	MPA1002U-MPS	PRO42IC / R2*

* Connect with your Sales representative for recommended product replacement.

Product Upgrade Path

Discontinued Product Support	Current Product Offerings
PCI-2	PCI-3*
C-100	N/A*

* Connect with your Sales representative for recommended product replacement.

Questions

For more information please contact your local Honeywell representative.