

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: PRO2200 Series panels, PRO22CVT1 and PRO22EN

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 PRO2200 Series panels in addition to the PROCVT1 communication peripheral on **June 30, 2022**.

See the chart below for the recommended solution:

PRO2200 Series, PRO22CVT1 and PRO22EN Product Upgrade Path:

Product Upgrade Path	
Discontinued Product Support	Current Product Offerings
PRO22IC	PRO42IC
PRO22R1	PRO42R1
PRO22R2	PRO42R2
PRO22IN	PRO42IN
PRO22OUT	PRO42OUT
PRO22EN	N/A*

PRO22CVT1	N/A*
-----------	------

* Connect with your Sales representative for recommended product replacement.

Questions

For more information please contact your local Honeywell representative.

© 2021 [Honeywell International Inc](#)