

Marketing Bulletin

Discontinued Technical Phone Support



August 2021

Honeywell | Security HIS

Subject: Discontinued Technical Phone Support and Cyber Support

Audience: Honeywell Integrated Security (HIS)

Product Manager: Mayur Kumar

Product range: PW3000 Series Panels, PW5000 Series Panels, and PW5KCVT1

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 PW3000 Series panels, PW5000 Series panels, in addition to the PW5KCVT1 communication peripheral on **June 30, 2022**.

See the chart below for the recommended solution:

P-Series Product Upgrade Path:

Product Upgrade Path	
Discontinued Product Support	Current Product Offerings
PW5K11C	PW7K11C
PW5K1R1	PW7K1R1
PW5K1R2	PW7K1R2
PW5K11N	PW7K11N
PW5K1OUT	PW7K1OUT
PW3K11C	PW7K11C

PW3K1EN	N/A*
PW5KCVT1	N/A*

* Connect with your Sales representative for recommended product replacement.

Questions

For more information please contact your local Honeywell representative.

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