



Date: July 15, 2022

Region: Americas

Please note, as per prior communication distributed on January 31, 2022, all products in the following product families have been discontinued as of March 31, 2022. The last date of Sales for these products was June 30, 2022.

- equip® Series IP Cameras and Accessories
- Performance Series IP and HQA Cameras and Accessories
- Performance Series NVRs, DVRs, and Accessories

Basic Technical Support will be provided through the lifetime of warranty period. For cases of product defects or failures within warranty period, the requester will be provided with similar product from the Next Best Alternative product family, or a credit will be issued to the original purchaser of the product.

A summary of the warranty periods by family, as well as a highlight of typical Technical Support case examples, are listed in the tables below.

Discontinued Product Families	Warranty Period
Performance HQA Cam	5 years
Performance HQA DVR + HDD	3 years
Performance / Equip IP Fixed Cam	5 years
Performance / Equip IP MFZ Cam	5 years
Performance / Equip IP PTZ	3 years
Performance ENVR + HDD	3 years
Performance / Equip Accessories	3 years
Performance ENVR + HDD	3 years
Performance / Equip IP PTZ	3 years
Performance ENVR + HDD	3 years
Equip Explosion Proof IP Cam & Accessories	3 years

Examples	Case Reason	Case Example	Status
Technical Support Examples	Initial Configuration	Installation - Initial Setup	Supported
		Support product features	
	Troubleshooting	Troubleshooting to determine the root cause due improper configuration or product failure	
		Viewer apps setup	
	Advanced Configuration	Network troubleshooting	Limited Support
		P2P/Remote connectivity issues	
3rd party recorders/systems		Not Supported	



Examples	Case Reason	Case Example	Status
Technical Support Examples	Product Defect Product Failure	HW related issues	Not Supported
		FW related issues	
		Compatibility issues (including bugs related to environment upgrades like iOS/Android/Windows)	
		CS issues	
		Bug fixes	
	Feature Request Feature Enhancement	New Features	
		Password Reset	
		New integrations	
		New compatibilities	
	Others	Any other case type not listed	

Next Best Alternatives for these product families are listed at the product-family level, below. Please note these alternative families are all IP-based, NDAA Compliant solutions and may have some feature differences. Please consult your local Honeywell Sales representative for support on alternative products for your video surveillance needs.

Discontinued Product Families	Next Best Alternative Product Family
Performance HQA Cam	Series 30 IP Cameras Series 35 IP Cameras
Performance HQA DVR	Series 30 NVRs Series 35 NVRs
Performance IP Fixed Cam	Series 30 IP Cameras Series 35 IP Cameras
Performance IP MFZ Cam	Series 30 IP Cameras Series 35 IP Cameras
Performance IP PTZ	Series 35 IP Cameras
Performance ENVR	Series 30 NVRs Series 35 NVRs
Performance / Equip Accessories	S Series Accessories (To be paired with S Series Cameras, only)
Equip IP MFZ Cam	Series 60 IP Cameras Series 70 IP Cameras
Equip IP Fixed Cam	Series 60 IP Cameras Series 70 IP Cameras
Equip IP PTZ	Series 60 IP Cameras Series 70 IP Cameras
Equip Explosion Proof IP Cam & Accessories	No Replacement Available

Kindest Regards,

Your Honeywell Global Offering Management Team