

## Alarm system Caretech 5000 – End of Life

In January 2017 we communicated *End of Sales* for the alarm system Caretech 5000, based on product supply problems for several of the alarm components in the solution.

We have now set *End of Life* date for system 5000 to the 31th of December 2021.

We have worked closely with both Doro and our other suppliers to keep the systems up and running. The problems with product supply of alarm components is however increasing why it's necessary to follow up the January 2017 End of Sales with an End of Life at the end of 2021.

The *End of Life* (*End of support* and *End of combability*) means that we will no longer give support for the solution or produce any system specific hardware after that date. We understand that this will have impact on all of the installed systems out there why it's important for us to communicate this as soon as possible.

We hope that you all understand the need for this action and we invite you to a dialog regarding the possibilities to upgrade your alarm systems from Caretech 5000 to the follow-up version Phoniro 6000. If you have interest in that or have any other questions, please contact your sales representative or the product management team at Phoniro.

We know that you most likely already have been affected by the supply problems of alarm components for Caretech 5000. We have earlier communicated about problems to produce the following alarm components:

- 950i – Central unit
- 5400 - Corridor display
- 5050A0 and 5050Ba - Room panels
- 8200 – Programming unit

Bellow you find more detailed information regarding the supply of alarm buttons.

### Alarm button Erik

The last batch of alarm button Erik (868 MHz) are now being produced and Phoniro have bought 1500 units as a last time buy for that specific type of alarm button. In order to secure the supply of alarm buttons compatible with alarm system 5000 until the *End of Life*, we have together with our supplier decided to develop a new alarm button that will cover the need for alarm buttons until the *End of Life*.

We plan on having the new button ready for sales on quarter one 2020. We will get back to you with more information about that as soon as possible.

We are currently out of stock of alarm button Erik, but we are expecting a delivery of 1500 units from our supplier in the middle of May 2019.

### Alarm button Elvis

Alarm button Elvis is set to *End of Life* by our supplier since it's not possible for them to purchase some of the components necessary for the production of the alarm button.

This causes severe problems since we are currently out of stock and does not expect any more incoming deliveries at the moment.

We are aware that this causes a lot of trouble for installations with positioning beacons Gustav and Alarm buttons Elvis and we are therefore working with our supplier to find a solution. We will contact you all as soon as we have more information.

In the mean time we want to inform you that it's most likely possible to repair or refurbish existing Elvis alarm buttons. Please contact us if you have interest in this.

Best Regards



Fredrik Jakobsson

Product owner - Alarm systems