

PRN 26 – 01**7-January, 2026**

Discontinuation of Hardware Support for the A500, A700, and SRX2

Honeywell announced the end of support timeline for the A500, A700, and SRX2 back in 2023 as part of PRN 23-16. This announcement, PRN 26-01, is a reminder that the end of support dates per PRN 23-16 have passed.

REGIONS AFFECTED

- ☒ Asia Pacific (APAC)
- ☒ Europe (EU)
- ☒ Greater China (GrCH)
- ☒ Middle East, Turkey, Africa (META)
- ☒ Latin America (LATAM)
- ☒ North America (NA)

SERVICE TIMELINE

PRODUCT LINE	REPLACEMENT LINE	END OF SUPPORT DATE
A500 Series	A700x Series	1-December, 2025
A700 Series	A700x Series	1-December, 2025
SRX2 Series	SRX3 Series	1-December, 2025

SERVICE COMMITMENT

Honeywell will provide technical support, software updates and hardware maintenance to the best of its ability on discontinued hardware and software products throughout the life of existing warranties and service contracts. Ability to service and support units may be disrupted due to component obsolescence beyond Honeywell's control.

Notwithstanding the foregoing, in the event of a product obsolescence, Honeywell shall engage in commercially reasonable efforts to repair or replace products in accordance with the terms of its standard warranty, but in no event shall it be liable if it is unable to do so due to the obsolescence. The foregoing is buyer's sole remedy and is in lieu of all other warranties, expressed or implied, including those of merchantability and fitness for a particular purpose. In no event shall Honeywell be liable for consequential, special, or indirect damages.

FOR MORE INFORMATION

Honeywell is committed to providing you with a superior level of customer service. Please contact your Honeywell representative for additional information regarding this communication.