

Date: October 1, 2019

Product: Cencon System

Subject: End of Support for Cencon Gen 1 Locks

Bulletin #59

As we approach the 10 year mark since the Cencon Gen 2 lock release, we would like to announce that overall support for Cencon Gen 1 locks will expire as of March 31, 2020.

We understand that there are still original Gen 1 locks operating in the field, which speaks to the quality, security, and overall value of the Cencon lock system. Upgrading to Gen 2 locks however will allow customers to take advantage of additional features and benefits offered by current and future Cencon system releases.

So what exactly does it mean when we say that "support" will end?

From a Customer Service perspective, it basically means that there will be no technical support, repair, or resets available for Gen 1 locks. Another aspect of support that needs to be considered is the end of developmental support. Cencon software and hardware releases, scheduled for after the "end of support" date, March 31, 2020, will not be designed or developed with Gen 1 compatibility requirements and therefore may not support Gen 1 locks.

And what are the benefits of upgrading to the Gen 2 lock?

- Hardware compatibility across all Gen 2 Dead Bolt locks
- Introduction of Swing Bolt hardware
- Centralised timekeeping across all modes with RTC in lock
- #70 Display Active Modes and Activator Identification Command
- Lock Serial Connect operations available from the Cencon software
- Ability to Resynchronise the Cencon Database with a Lock
- Ability to upgrade to a Cencon O2 networked system offering remote operational capabilities
- Ability to upgrade lock firmware in the field with the upcoming release of the Cencon Firmware Update tool

Please contact your sales representative or Customer Service to discuss your replacement options!