Sensormatic
by Johnson Controls

End of Life

Notice

To: Distribution
From Solutions Management
Subject: EMEA & NA End of Life for Cloud Connector 4G Notification
Date: April 15, 2024

END OF LIFE NOTICE

Sensormatic Solutions Management announces End of Life for **Cloud Connector 4G.** Please review milestones and dates as outlined below:

Milestone	Date
End of Sale (EOS)	April 15, 2024
End of Service Life (EOSL)	February 27, 2026
End of Life (EOL)	April 15, 2024
Obsolete (OBS)	February 27, 2026

Digital Food Safety Affected Product Codes			
Existing Product		**Replacement Product**	
Product Code Product Number	Description	**Product Code Product Number**	**Description**
101887-1	**Cloud Connector US 4G**	**102573**	**Cloud Connector US 4G**
101741-0	**Cloud Connector EU 4G**	**102572**	**Cloud Connector EU 4G**

What does End of Service Life (EOSL) mean to you?

- In the event of Cloud Connector 4G failure within normal operating conditions, Sensormatic will replace current non-operating unit with the replacement device as outlined in the table above for clients with current Service Agreements (SA) and terms defined within the same.

What does End of Life (EOL) mean to you?

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- All clients will need to upgrade to the latest solution 101573 Cloud Connector 4G US and 101574 Cloud Connector 4G EU prior to February 27, 2026.
- Sensormatic will not be responsible, take part or provide any resources to any clients in the event of any security incidents, data propagation problems or data loss that may occur for customers and/or third-party systems which do not upgrade sites with 101573 Cloud Connector 4G US and 101574 Cloud Connector 4G EU prior to February 27, 2026.

If you have any questions on the **End-of-Life Notice** for Cloud Connector 4G Digital Food Safety, please reach out to your nearest **Regional Solutions Management Team** leaders.

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