Sensormatic by Johnson Controls

EOSL & EOL Notice

To: Global Sales, Customer Success & Operations
From: Global Solutions Management
Date: 12/19/2025

END OF SERVICE LIFE AND END OF LIFE NOTICE

Sensormatic Solutions announces the End-of-Service Life (EOSL) and End-of-Life (EOL) Notification for ShopperTrak's ST600 and Orbit 5 devices. Please review the milestones and dates as outlined below:

Milestone	ST600	Orbit 5
End of Sale (EOS)	December 31, 2021	December 31, 2021
End of Service Life (EOSL)	March 1, 2027	March 1, 2027
End of Life (EOL)	December 31, 2029	Dec 31, 2030

Affected Product Codes			
Existing Product		Replacement Product	
Product Code/ Product Number	Description	Product Code/ Product Number	Description
H1001-5-21-Wht H1001-5-29-Wht H1001-5-36-Wht H1001-5-57-Wht H1001-5-60-Wht H1001-5-21-Blk H1001-5-29-Blk H1001-5-36-Blk H1001-5-57-Blk H1001-5-60-Blk	Orbit 5	H1001-8-21 (SEOCOR821WH) H1001-8-29 (SEOCOR829WH) H1001-8-36 (SEOCOR836WH) H1001-8-60 (SEOCOR860WH) H1001-8-80 (SEOCOR880WH)	Orbit 8
		SEVATDVMGBG3 (2.2mm) SEVATDVMGB8M (8 mm)	Orbit AI
H1105-WH/BLK-V	Orbit 5 Flush Mount	H1105-8-WH (SESCOR8FMWH) H1105-8-BK (SESCOR8FMBK)	Orbit 8 Flush Mount
		SEVATDMTGBR2	Orbit AI Recessed Mount
H17200	ST600	SEOCORSWNE01	ST601

If you have any questions on the End-of-Service Life and End-of-Life Notification for the ST600 and Orbit 5 devices, please reach out to your nearest Regional Solutions Management Team member.

What does End of Sale Mean?
Once the End of Sale date is reached, this hardware will no longer be available for purchase. Existing customers may continue to use it until the specified End of Service Life or End of Life date.

What does End of Service Life mean?
After the End-of-Service Life date, no further engineering updates or bug fixes will be provided. Additionally, Shoppertrak support team will limit activity to troubleshooting missing data/no communication cases. Shoppertrak will no longer remotely troubleshoot variants and accuracy cases as contractual accuracy commitments will no longer be applicable. Although aspects of the hardware may continue to function until the End-of-Life date, users are advised to transition to the recommended replacement products to avoid compatibility and performance issues as technology, software and standards evolve.

What does End of Life mean?
When the End-of-Life (EOL) date for ST600/Orbit5 is reached, Sensormatic Solutions will permanently discontinue all connectivity, services, and support for these devices. Customers are strongly encouraged to upgrade to replacement products well before the EOL date to ensure a smooth transition.