

To: Distribution

From: Solutions Management – RFID Hardware Portfolio

Subject: End of Life Notification for – “**Synergy Dual Tech Pedestal System – RFID - IDX-4000 Based systems**”

Bulletin Number: **EOL-HW-Y2025M7D10-R0**

Date: July 10th, 2025

END OF LIFE NOTICE

Sensormatic Solutions Management announces the **End of Life of “Synergy Dual Tech Pedestal System – RFID – IDX-4000 based systems”**. In alignment with this change, Sensormatic Solutions will be announcing the End of Sale (EOS), End of Support (EOSupport) and the End of Life (EOL) for this hardware. To ensure a smooth transition, please find the key milestones and associated dates outlined below.

Milestones

Milestone	ERP Status	Date
EoL Notification Date (EOND)	PHO	7/10/2025
End of Sale (EOS)	EOL	10/10/2025
End of Support (EOSupport)	EOS	10/10/2027
End of Life (EOL)	OBS	10/10/2027

Note: Any changes to above timeline will be communicated via a revised Global End of Life Notice.

Applicable Regions

APAC	EMEA	LATAM	NA
☒	☒	☒	☒

With this announcement, “Synergy Dual Tech Pedestal System - RFID IDX-4000 based systems” are being removed by the indicated dates. Where applicable, we encourage you to consider transitioning to the newer hardware as part of a long-term technology strategy.

For more detail about of the product codes (P/Ns) impacted please consider the Product Mapping list hereunder.

If you have any questions please reach out to your Sales, Professional Services or Solutions Manager representative at srs.solmgt.eol@jci.com.

General Product Mapping			
	“Synergy Dual Tech Pedestal Solution/ System - RFID and IDX-4000 based System” (new installation and Upgrades)	ALL IDX-4000 based RFID Synergy Dual Tech Systems This is NOT an EOL notice for std Synergy AM systems	
		All IDX-4000-XX Readers in this solution	
		The Network Card (ZESP-NETWRK) in this Solution	
		All Regions	
		All Configured Product Codes – with IDX-4000	
		All Manufactured Assy’s– with IDX-4000	
		Some RFID specific accessories	

Specific Product Mapping			
Area	Impacted Product P/N	Description	
Configured Product Codes	IDSM20-NA-GR1U	RFID Retrofit, NA, Gray	
	IDSM20-EU-GR1U	RFID Retrofit, EU, Gray	
	IDSM20-NA-GR1B	RFID Retrofit, NA, Gray	
	IDSM20-EU-GR1B	RFID Retrofit, EU, Gray,	
	IDSM25-1A-CG-N1	Synergy System, Single-L, 2.5M, AMS/RFID, IDX-4000, Cool Gray	
	IDSM25-2A-CG-N1	Synergy System, Single-R, 2.5M, AMS/RFID, IDX-4000, Cool Gray	
	IDSM25-3A-CG-N1	Synergy System, Single-BI, 2.5M, AMS/RFID, IDX-4000, Cool Gray	
	IDSM25-4A-CG-N1	Synergy System, Dual, 2.5M, AMS/RFID, IDX-4000, Cool Gray	
	IDSM25-5A-CG-N1	Synergy System, Split, 2.5M, AMS/RFID, IDX-4000, Cool Gray	
	IDSM25-6A-CG-N1	Synergy System, Quad, 2.5M, AMS/RFID, IDX-4000, Cool Gray	
	IDSM25-1A-CH-N1	Synergy System, Single-L, 2.5M, AMS/RFID, IDX-4000, Charcoal	
	IDSM25-2A-CH-N1	Synergy System, Single-R, 2.5M, AMS/RFID, IDX-4000, Charcoal	
	IDSM25-3A-CH-N1	Synergy System, Single-BI, 2.5M, AMS/RFID, IDX-4000, Charcoal	
	IDSM25-4A-CH-N1	Synergy System, Dual, 2.5M, AMS/RFID, IDX-4000, Charcoal	
	IDSM25-5A-CH-N1	Synergy System, Split, 2.5M, AMS/RFID, IDX-4000, Charcoal	
	IDSM25-6A-CH-N1	Synergy System, Quad, 2.5M, AMS/RFID, IDX-4000, Charcoal	

Specific Product Mapping		
Assemblies	N1-25UN-CR-CG	ASSY, SYN PED, DUAL, 2.5M, UNI-R, CL GRY,NA (RED)
	N1-25UN-CL-CG	ASSY, SYN PED, DUAL, 2.5M, UNI-L, CL GRY,NA (GREEN)
	N1-25UN-CR-CH	ASSY, SYN PED, DUAL, 2.5M, UNI-R, CHCL,NA (RED)
	N1-25UN-CL-CH	ASSY, SYN PED, DUAL, 2.5M, UNI-L, CHCL,NA (GREEN)
	N1-25BI-CL-CH	ASSY, SYN PED, DUAL, 2.5M, BI-L, CHCL,NA (YELLOW)
	N1-25BI-CR-CH	ASSY, SYN PED, DUAL, 2.5M, BI-R, CHCL,NA (BLUE)
	N1-25BI-CR-CG	ASSY, SYN PED, DUAL, 2.5M, BI-R, CL GRY,NA (BLUE)
	N1-25BI-CL-CG	ASSY, SYN PED, DUAL, 2.5M, BI-L, CL GRY,NA (YELLOW)
Special Controller (RFID)	ZE9060-4A	Controller, 4 Port, Firmware installed
	ZE9060-2A	Controller, 2 Port, Firmware installed
	ZE9060-4A-SZ	9060 Controller, 4port Shared Zone
Other		
	0352-0577-01	485/PWR INTERFACE Box
	0352-0595-01	KIT;C/A; IDX RDR RS485 (CBL A)
	0352-0637-01	KIT;C/A;IDX RDR ALRM CBL (B)

If you have any questions, please reach out to your Sales, Professional Services or Solutions Manager representative at srs.solmgt.eol@jci.com.

What does End of Sale Mean?

Once the End of Sale date is reached, this hardware product will no longer be available for purchase. Existing customers may continue to receive technical support and maintenance as outlined in their support agreements until the specified End of Support or End of Life date. Customers relying on this hardware should consider transitioning to a current model to ensure ongoing support and compatibility.

What does End of Support mean?

After the End of Support date, technical support, firmware updates, and maintenance for this hardware will cease. Certifications previously conducted to ensure compatibility and performance with specific applications will no longer be valid, and the hardware may not operate optimally with future software or system updates. Customers are encouraged to plan for device upgrades to maintain reliable performance and compatibility with newer standards.

What does End of Life mean?

After the End of Life date, this hardware product will be officially retired. All support, including firmware updates, technical assistance, and maintenance, will cease, and any certifications ensuring compatibility and optimal performance with specific applications will be invalid. Continued use of the hardware may result in compatibility issues or suboptimal performance, and users are advised to upgrade to a supported device to ensure ongoing reliability.