

## Re: Syncro (EN) & Elite (UL) 2-4 Loop Panels & Guide Phase Out - Last Time Buy and Taktis Migration

Dear Valued Customers and Partners

Since our announcement in July 2017 regarding the phase-out of the Kentec Syncro 2-4 loop panels (and all rebranded or OEM variants) due to a critical component shortage, we can confirm the following:

- The Kentec Syncro & Elite 2-4 loop panel including Syncro Focus repeater panels, K548/K548V/K548EXT/K548IP is no longer manufactured.
- Syncro & Elite 2-4 Loop panels will no longer be available and affects all protocols – Apollo & Hochiki (Customers using Vega protocol and OEM variants should speak with their local/regional BDM for availability and support)
- We are still able to manufacture and supply the K550ENA/H/V & K550US Main Display Processor card as a spare part and anticipate 12-18 months of supply based on current usage (this is subject to change dependent on demand). Typical lead times are 4-5 days.
- Syncro & Elite panels, Syncro Focus repeaters and all spare PCB assemblies, will be made obsolete end of December 2022

Guide graphics package status

- Guide graphics is now superseded by Ockular and Ockular UL is fully compatible with Syncro and Elite panels,
- From 1<sup>st</sup> October 2021, Guide is no longer available for new installations. The Guide dongle assembly is still available as spare parts for legacy projects only
- Ockular works with Syncro and Taktis and can also be used in "bridge" mode
- Ockular can be easily converted to working with Taktis and is an ideal solution for migration of systems from Syncro to Taktis.

**Syncro AS (1-2 Loops) including the Syncro XT+ and Elite RS and Syncro View and e-View repeaters are unaffected by the processor chip obsolescence. (Please check OEM variants with the brand provider)**

It is important that our customers ensure they have enough critical spares for their existing systems installations and consider using Taktis as a direct replacement of any Syncro (and OEM derivatives) and plan for migration of these systems to the latest technology. For any new systems installations Taktis should be chosen.

As a responsible manufacturer, we understand that the process of phasing out any product and making it obsolete means that we must consider all our stakeholders' requirements and support existing installations. We believe that by providing spare Main Display Processor cards for a further 12 months will enable our customers time to discuss the options with their end user clients and put a plan in place to mitigate any risk or disruption to their business.

Kentec has effectively given notice since 2017 that the phase out of Syncro will continue for critical spares until 2022 and will have provided nearly 5 years of essential end of life support for a product that was first introduced back in 2000. Unlike most manufacturers that end abruptly with their technology, Kentec always promised to achieve an industry first with ensuring that the latest technology would be fully backwards compatible and with Taktis we have achieved this.

In the immediate term, we strongly advise installers and end users to carry and maintain critical spare parts on site for immediate breakdowns and urgent repairs. In the short to medium term, we advise our customers to consider an upgrade to Taktis panels with the help of our KIPs (Kentec Installation Partners).

Our BDM team can also assist you to develop a migration strategy and help with budget planning using Taktis and would welcome the opportunity to discuss the process for each site individually but in short, a simple replacement of any Syncro/Elite panel is possible with the unique backwards compatibility features within Taktis using the bridge functionality, which is available to our KIPs.

A simple stepwise approach to migrating the system to Taktis and Ockular has the main benefits:

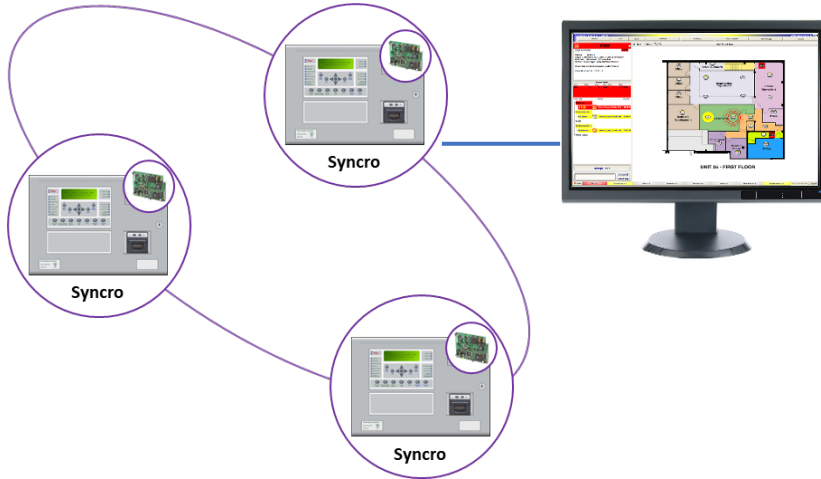
- 1) A single Syncro/Elite panel can be replaced with a Taktis panel as a direct replacement
- 2) Protects the end customers investment for the next 10-15 years and budgets can be planned without having to replace an entire network of panels.
- 3) Provides an easy upgrade path to the latest technology and gain the full benefits of Taktis
- 4) System downtime and disruption is minimal, and protection of the building and occupants is achieved with little effects on the normal operation of the system.
- 5) Ockular replaces Guide and can be used as a direct replacement on existing Syncro installations and allow a stepwise migration of panels to full Taktis even in "bridge" mode.

We thank our customers for their support and look forward to discussing the exciting possibilities presented by Taktis for maintaining, improving and upgrading the vast numbers of Syncro systems installed in the market.

The Sales team can be contacted on the below to discuss the options for upgrading from Syncro to Taktis and help with advising on a robust migration strategy that works for your business budget planning and continuous operations and we look forward to another 10-15 years with you as valuable customers.

# Quick Guide - Syncro or Elite to Taktis Migration

## Existing Syncro or Elite network with Guide Graphics

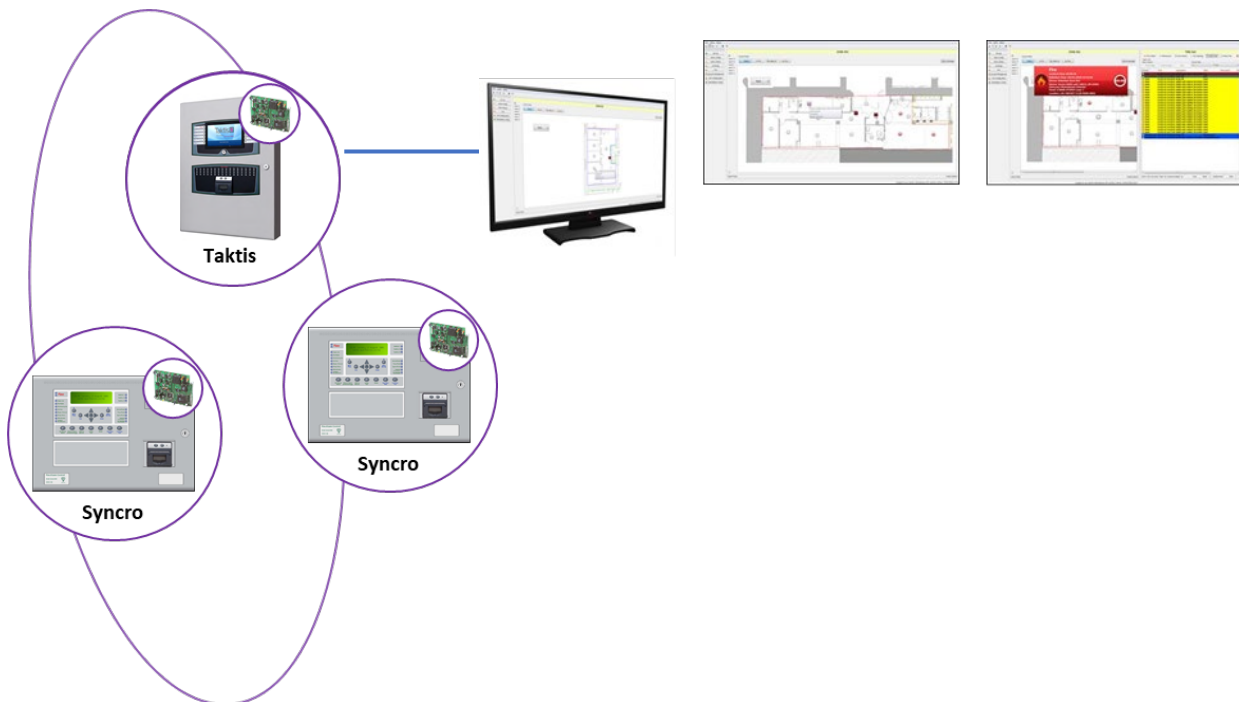


## Phase 1 - Existing Syncro or Elite network with Guide Graphics – Migration to Taktis or Taktis UL

Step 1 – Convert existing site configuration using LE2

Step 2 - Replace 1<sup>st</sup> Syncro/Elite node with Taktis. “Bridge mode” operation

Step 3 - Replace Guide graphics with Ockular and connect to Taktis panel (1<sup>st</sup> node)



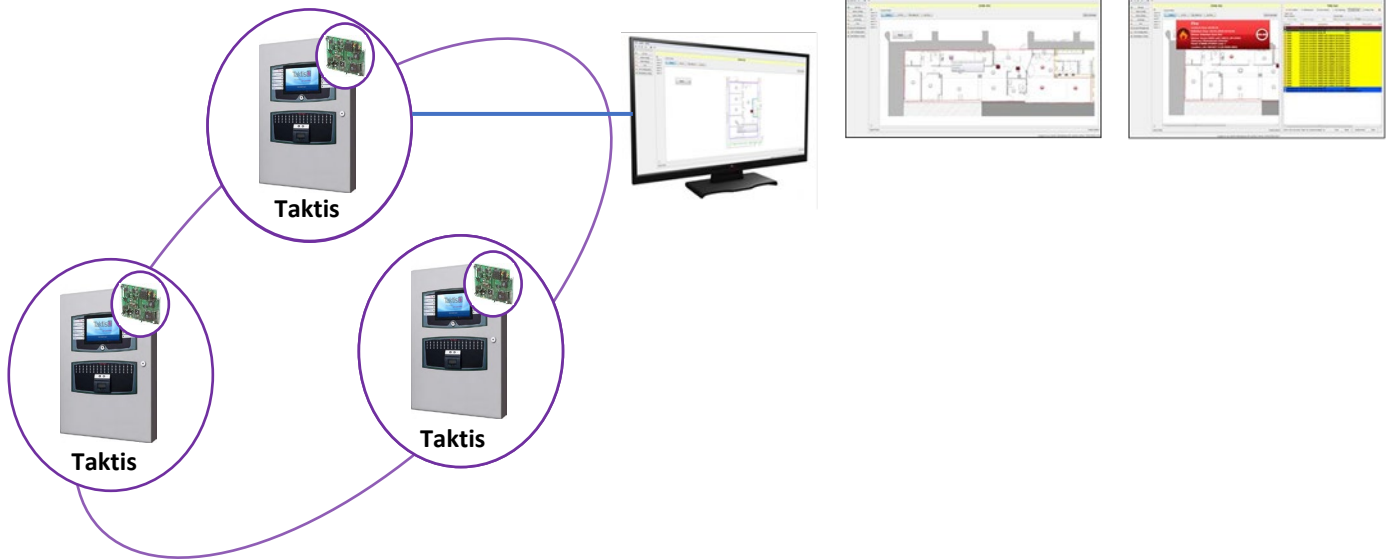
## Phase 2 - Existing Syncro or Elite network with Guide Graphics – Migration to Taktis or Taktis UL

Step 1 - Convert existing site configuration using LE2 and upload to each panel.

Step 2 - Replace each Syncro/Elite node with Taktis over time and operation in “Bridge mode”.

Step 3 – Eventual replacement of Syncro/Elite panels and now full Taktis network mode of operation completed with minimal downtime and disruption.

Step 4 - Ocular graphics now switched over to Taktis mode of operation.



### Notes:

LE2 software license required with Bridge Mode enabled.

Bridge mode only available to a KIP following training.

Kentec can support the KIP with configuration review, file conversion and makes available its test laboratory for KIPs to evaluate the configuration.

Elite to Taktis UL – Bridge functionality release due summer 2022

Before commencing any Bridge Mode project, please discuss with your local BDM and technical support team to obtain best advice and process for migration.