

Notice of Product(s) Discontinuation

From: Francis S. Willett - Sr. Product Manager

Date of Issue: January 15, 2026

Re: Product End of Life (EOL) – Avigilon SentryERS

This notice outlines Avigilon products that have been discontinued.

Discontinued Product(s)	Description	Replacement Product	Description
SENTRYERS-WC (200-1599A)	SentryERS Hardware (Base Station, Mobile Device Only)	None	End of sale for the product line. No replacement product available
SENTRYERS-DISPLAY (200-1601A)	SentryERS Display Unit - (Base Station, Mobile Device, Display Stand, USA PoE injector, and travel case)	None	End of sale for the product line. No replacement product available
PANIC-BTN-V2 (220-4634A)	Configurable Bluetooth Panic Button - USA ONLY	None	End of sale for the product line. No replacement product available
SentryERS-CLOUD-LIC-1YR (PRS-1610A)	SentryERS CLOUD Subscription - 1 Year License	None	End of sale for the product line. No replacement product available
SentryERS-CLOUD-LIC-3YR (PRS-1617A)	SentryERS CLOUD Subscription - 3 Year License	None	End of sale for the product line. No replacement product available
SentryERS-CLOUD-LIC-5YR (PRS-1618A)	SentryERS CLOUD Subscription - 5 Year License	None	End of sale for the product line. No replacement product available
SentryERS-CLOUD-LIC-10YR (PRS-1619A)	SentryERS CLOUD Subscription - 10 Year License	None	End of sale for the product line. No replacement product available

Last order date:

Please be advised that all SentryERS and wearable iPanic Button products are being discontinued. No new orders will be processed for this product, effective **January 15**.

We understand the impact this decision may have on existing SentryERS customers and partners. To help manage the transition, the following options will be available for partners and customers:

- **For customers who would like to keep using their SentryERS solution:** SentryERS Cloud Services, Warranty and Technical Support will be supported through **December 31, 2026**.
- **For customers who purchased license terms beyond 2026:** A credit will be offered for the unused term.

For additional support regarding this sunsetting process, please use one of the following

- Reach out to your local Motorola Solutions Sales Representative
- Open a support case with the SentryERS Technical Support Team by sending an email: IPVideo.support@motorolasolutions.com or calling Phone: 631-647-9970 (8 AM Eastern - 7 PM Eastern).

Thank you for your cooperation in ensuring a smooth transition for our customers and partners.

RMA and warranty policy on discontinued products

If a failure of an above-listed discontinued product occurs while the product is under warranty and such failure is covered by the warranty, Avigilon will replace the failed unit with an approved replacement unit.

For more details on the Avigilon Warranty and Product Policies, please refer to avigilon.com/warranty.

Support policy

Avigilon will continue to support the above-listed discontinued products until the expiration of the installed Product's warranty as determined by the unit's service tag. Please open a Support Case with the SentryERS Technical Support Team by sending an email to

Email: IPVideo.support@motorolasolutions.com or calling
Phone: 631-647-9970 (8 AM Eastern - 7 PM Eastern)