

# SmartLock End Of Life Notice

NOTICE #: 20-002

ISSUE DATE: **October 1, 2020**

SMARTLOCK CONTROLLER END OF SALE DATE: **May 1, 2021**

SMARTLOCK SYSTEM END OF SUPPORT DATE: **April 1, 2022**



## INTRODUCTION

The SmartLock system consists of SmartLock software and SmartLock control panels. The SmartLock system was originally launched in 1999, with SmartLock Online software followed by SmartLock Connect software and finally SmartLock Pro software which launched in June 2004. Over that time the SmartLock software and SmartLock controller firmware underwent numerous enhancements. For the last several years, development efforts have been focused on creating the next generation of system. This system consists of new client /server software (called First Access) and new access control panels (called MAPMINI, MAP1 and MAP2). The First Access software and MAP controllers are constantly being enhanced and are the primary platform for Cansec going forward.

In 2019 we ceased selling SmartLock systems for new installations and began using First Access. Although we continue to supply SmartLock boards, we will no longer supply them for the expansion of existing SmartLock systems after the Last Purchase Date below. After that date, customers wishing to expand a SmartLock system will need to upgrade their SmartLock software to First Access software and upgrade their SmartLock controllers to MAP controllers.

## SMARTLOCK CONTROLLER LAST PURCHASE DATE FOR THE EXPANSION OF SMARTLOCK SYSTEMS – May 1, 2021

SmartLock controllers will no longer be sold after May 1, 2021 for the expansion of existing SmartLock systems. Dealers undertaking SmartLock system expansions before the Last Purchase date must have the end user sign a SmartLock EOL Disclosure form confirming that they are fully aware of the SmartLock System's imminent End of Life. The Disclosure form must be countersigned by the installing dealer.

## SMARTLOCK SYSTEM LAST SUPPORT DATE – April 1, 2022

Effective Apr 1, 2022 support for the SmartLock software and hardware will no longer be available from Cansec. SmartLock systems can still be operated after this date but Cansec will not be providing any form of support for the software or hardware (except for the repair of SmartLock controllers which are under warranty – see below).

## SMARTLOCK CONTROLLER WARRANTY

The five-year warranty (from the purchase date) will be honored for all SmartLock controllers purchased on or prior to the Last Purchase Date.

## FIRST ACCESS UPGRADE DISCOUNT

First Access software and MAP controllers purchased for an upgrade from SmartLock will be subject to a discount which will be determined on a case by case basis.

Please click [HERE](#) to see all the discontinued products.

## DOWNLOADS

[SmartLock To MAP Migration](#)