

Frequently Asked Questions

Q. When will the Interlogix wind down begin?

A. Interlogix intends to continue to manufacture new Interlogix products, after fulfilling all last-time buy orders (subject to availability), through the end of year. In addition, we will continue to provide customer support related to product technical services, timely fulfillment and comprehensive product warranty through 2020 and beyond.

Q. How will you continue to offer product support?

A. Ongoing product support will be handled through the existing phone numbers and email addresses that you are accustomed to. Our sales team will inform you of any changes as they occur.

Q. How will this announcement affect me?

A. We plan to stop manufacturing new Interlogix products by the end of the year. Our sales team will work with you to plan your product needs beyond the wind-down date. We will continue to provide customer support related to product technical services, timely fulfillment, and comprehensive product warranty through 2020 and beyond.

Q. What will be the impact to dealers?

A. We expect that distributors will be able to purchase products through the end of 2019, product availability permitting, and will be able to sell them to their dealers post wind down. Our sales team will work with our distributors to ensure that dealers have the products that they need in order to continue business as usual during the wind down.

Q. Will dealers be able to install new product during the wind down?

A. Dealers can and are encouraged to continue to install new product at new installations during the wind-down. They can continue to purchase, install, register, and service Interlogix products with complete confidence that we will stand behind you.

Q. Which product lines are affected?

A. The entire Interlogix residential and commercial product lines will no longer be manufactured after December 31, 2019. This includes the following product families:

- Simon
- Concord
- NetworX
- UltraSync
- TruVision
- TruPortal
- TruProtect
- Verex

Q. Will this decision impact UltraSync backend services?

A. UltraSync services will continue for our customers. While we will no longer be selling UltraSync hardware in the U.S. and Canada, you will be able to continue to manage your customers' panels via the backend portal.

Q. How does this decision affect TruVision and TruPortal?

A. TruVision recorders and cameras, as well as the TruPortal line will be discontinued in North America as part of the wind down. This decision does not affect the backend services for both product lines which will continue to be supported post shut down indefinitely.

Q. Will TruVision Navigator be available post wind down?

A. TruVision Navigator will be available post wind down. While we will not be adding additional features, we will continue to monitor and address security issues.

Q. Will mobile apps be available post wind down?

A. Mobile apps, including TruVision, TruPortal and UltraSync, will be available post wind down.

Q. How will this announcement affect the warranty on any products?

A. We will continue to provide customer support related to product technical services, timely fulfillment and comprehensive product warranty, even beyond the wind down.

Q. For how long will Interlogix continue warranty support of existing products?

A. Interlogix will continue to support and honor its warranty obligations as prescribed in our Terms and Conditions and Return and Warranty Policy that are available at www.interlogix.com/support

Q. Will the sales team remain in place during the wind down period?

A. Interlogix will continue to have an outside sales force during the wind down period. A formal announcement regarding this sales force is forthcoming.

Q. Is this going to result in a change in your prices?

A. Your Interlogix sales representative will work with you on specific details for your business.