

Market Release Note

MRN_TS0021_EOS

Product number: TS0021

Product description: Challenger Series Legacy 8-input Expander

Release date: 26th September 2022

Carrier would like to advise the Tecom community that from the 26th September 2022, the TS0021 Challenger Series Legacy 8-input Expander will no longer be available for purchase.

The TS0021 Challenger Series Legacy 8-input expander has been superseded by the **TS1021 Challenger Series 8-input Expander**, which is compatible with all currently available Challenger products that have an input expander connection present.

Important milestone dates

End-of-sale: 26th September 2022

End-of-life: 26th September 2024

Definitions

End-of-sale Date: The first day the product is no longer available for order

End-of-life Date: The first day the product is no longer supported by Aritech

Following the end-of-life announcement, technical support and engineering will no longer be supporting this product. We strongly encourage you to upgrade any affected products prior to this date to ensure the full support through the migration period. We will communicate these dates to you again as a reminder.

Help and Support

For any support, you are welcome to reach out to your local Tecom distributor or Carrier directly.

To discuss with your local Australian distributor, you can contact **DickerData** (<https://www.dickerdata.com.au/>) or **Ness** (<https://ness.com.au/>)

To discuss with your local New Zealand distributor, you can contact **STL** here: www.surveillancetechnologies.co.nz

To discuss with Carrier, you can contact a regional representative listed here: www.firesecurityproducts.com.au/support