

PRN 20 – 13

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## Honeywell Announces Retirement of Dolphin CK75 Mobile Computers

Honeywell is announcing the end of life of the Dolphin CK75 mobile computer line. The CK75, which is used in warehouses around the world, was first shipped in February 2017.

Users of the CK75 will be able to make a final purchase of the CK75 according to the schedule below.

### REASON FOR RETIREMENT

Honeywell has launched a next-generation, ultra-rugged product, called the CK65, which is based on our Mobility Edge platform, and thus offers superior durability, lifecycle, performance and security. See below for more information.



*Figure 1 CK75 Mobile Computer*

### RETIRED PART NUMBERS

The Excel table linked here provides a list of SKUs affected by this notice. It is possible that some custom SKUs may not be shown in the list. Honeywell reserves the right to include omitted SKUs in this retirement, even if the SKU is not specifically listed in this notice. Those omitted SKUs are subject to the terms specified within this document. If you are unsure of a specific SKU, please contact your Honeywell representative.



This announcement will serve as the formal communication that the listed SKUs will no longer be available for resale in accordance with the Service Time Line (shown below).

### FOR CK75 SUPPORT INFORMATION

For additional materials to support your deployed CK75 units, including manuals, downloads, and sales resources, please visit the product webpage [HERE](#).

## HONEYWELL RECOMMENDS THE CK65 MOBILE COMPUTER AS A REPLACEMENT

We recommend the CK65 mobile computer as the ideal replacement for the CK75.

The CK65 is purpose-built to maximize worker productivity. The perfect blend of keypad and touchscreen, ergonomics and durability, the CK65 is light enough to be used all day yet durable enough to withstand the wear and tear of daily use. With a 7,000 mAh extended smart battery, the CK65 is capable of up to 28 hours of continuous operation, reducing business interruptions due to depleted batteries.

Built on the Mobility Edge platform, the CK65 future-proofs your investment with support through Android R with available Sentinel security patch support through 2028. And with its ultra-rugged design that can withstand 3 m (10 ft) drops to concrete as well as being rated to IP65 and IP68, the CK65 is durable in even the toughest DC environments. The CK65 even offers cold storage models for freezer environments and non-incendive (NI)/ATEX models for areas with hazardous gases.



*Figure 2 CK65 Mobile Computer*

Honeywell's legacy of imaging innovation continues on the CK65 with the newest Mobility Edge, 6803FR FlexRange™ imager. FlexRange has a dual-lens architecture that simultaneously captures near, mid, and far range with no moving parts. It's the ultimate combination of speed, range, and ruggedness. From picking to the pallet to the rack, the FlexRange imager is capable of handling the broadest range of workflows, enabling many warehouse operators to reduce IT support costs by standardizing on a single device.

For the additional information, please visit the CK65 product page [HERE](#).

### REGIONS AFFECTED

- Asia Pacific (APAC)
- Europe
- Middle East, Turkey, Africa (META)
- Latin America (LATAM)
- North America and Canada (NA)

## TIMELINE OF EVENTS

The following timeline pertains to all retired CK75 computers. These dates are subject to change based on availability. Last time buy orders are non-cancellable and non-returnable. For final orders placed under last time buy, distributors are advised only to order with firm reseller back orders.

ANNOUNCEMENT	TIMELINE	DATE
Stock Rotation Request	Honeywell will not accept requests for stock rotations after this date	January 4, 2021
Stock Rotation Return	Honeywell must receive all final stock rotated units by this date	January 31, 2021
Last Time Buy	Honeywell will not accept hardware orders after this date	January 15, 2021
Last Time Ship	Honeywell will not ship product after this date	March 31, 2021

## SERVICE SECTION

### BEST PRACTICES - PREPARING FOR SERVICE RETIREMENT

- **Plan** – Proactively plan a technology refresh. The earlier you plan, the easier it is to protect your current assets, budget for the future and adopt new technology.
- **Protect** – Purchase a service contract that will protect your mission critical assets and your bottom line by providing predictable repair costs, preventative maintenance and updates to software and firmware.
- **Extend** – Extend your current contract and manage your assets to the end of their useful life.

### SERVICE TIMELINE

ANNOUNCEMENT	TIMELINE	DATE
Last Day One Contract	Honeywell will not accept Day1 Full Comprehensive Contracts after this date	June 30, 2021
Last 5 Year Contract	Honeywell will not accept 5 year contract orders after this date	December 31, 2020
Last Service Renewal	Honeywell will not accept service contract orders after this date	December 31, 2025
Last Contract Service	Honeywell will not service product under contract after this date	December 31, 2026
Last Software Update	Honeywell will not provide any additional update to its voice or software products after this date	December 31, 2028
End of Hardware Service	Honeywell will not offer service product under contract, sell spare parts, or provide rentals or hardware maintenance after this date	December 31, 2026
End of Software and Technical Support	Honeywell will not offer technical support after this date.	December 31, 2027

## SERVICE COMMITMENT

Honeywell will provide technical support, software updates and hardware maintenance to the best of its ability on discontinued hardware and software products throughout the life of existing warranties and service contracts. Ability to service and support units may be disrupted due to component obsolescence beyond Honeywell's control.

## FOR MORE INFORMATION

Honeywell is committed to providing you with a superior level of customer service. Please contact your Honeywell representative for additional information regarding this communication.