

PRN 20 – 15

August 7, 2020

Honeywell Announces Retirement of Dolphin CN75 and CN75e Mobile Computers

Honeywell is announcing the end of life of the Dolphin CN75 mobile computer line. The CN75, which is used in field mobility applications by thousands of businesses, was first shipped in February 2017.

Users of the CN75 will be able to make a final purchase according to the schedule below.

REASON FOR RETIREMENT

Honeywell offers two alternatives replacement products based on our Mobility Edge platform, which offers superior durability, lifecycle, performance and security. The CN80 provides best-in class durability and a keyboard. The CT60 XP is a rugged touchscreen-based solution. See below for more information.



Figure 2 CN75 Mobile Computer



Figure 1 CN75e 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 CN75 SUPPORT INFORMATION

For additional materials to support your deployed CN75 units, including manuals, downloads, and sales resources, please visit the product webpage [HERE](#).

HONEYWELL OFFERS TWO REPLACEMENT OPTIONS FOR THE CN75/75E

We recommend the keyboard-equipped CN80 or the touchscreen CT60 XP as replacement products for the CN75/75e.

ABOUT THE CN80

The Ultra-rugged CN80 mobile computer offers both a large 4.2-inch vivid color touchscreen and a choice of numeric or QWERTY keypads, allowing users to pick the best input method for their environment today, and also be ready for the touch-centric applications of the future.

Built on the Honeywell Mobility Edge platform, the Dolphin CN80 offers an integrated, repeatable, and scalable approach based on a common hardware and software platform with best-in-class total cost of ownership (TCO), security and lifecycle, and guaranteed Android 11/R compatibility.

For the additional information, please visit the CN80 product page [HERE](#).



ABOUT THE CT60 XP

The CT60 XP is a full-touch, rugged device that offers highly mobile, frontline workers secure, high-performance mobile data collection and processing anywhere. Built on the Mobility Edge platform, the CT60 XP delivers best-in-class total cost of ownership (TCO), security and lifecycle, with guaranteed Android R compatibility.

The rugged design withstands accidental drops and falls, yet is ergonomic and lightweight for comfortable, everyday use. A vivid 118 mm (4.7 in) Corning Gorilla Glass 5 touchscreen display is easily readable indoors and out, and can be used with finger, glove or stylus.

The CT60 XP features an enhanced bezel design and high scratch resistance Gorilla Glass 5 to protect the display from damage. For challenging applications, the CT60 XP comes with a N6703HD high performance scanner. For extremely demanding applications, requiring performance and flexible range scanning capability, the CT60 XP with its best-in-class FlexRange™ scanner is also available.



For the additional information, please visit the CT60 product page [HERE](#).

Android, Corning, and Gorilla are trademarks or registered trademarks of their respective owners.

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 CN75 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, 2024
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.