End of support life – Stellar Type 1

Details

Product support for Stellar Type 1 devices has ended, or will soon be ending. The end of support dates are as follows:

Product code	Product	End of support date
24140	Stellar 150 Americas	14th June 2018
24147	Stellar 150 APAC	20th June 2019
24156	Stellar 100 APAC	30th May 2018
24157	Stellar 100 Americas	4th February 2018

The following product codes had both Type 1 and Type 2 variants. The Type 1 devices prior to the serial number break listed are no longer supported.

Product code	Product	Serial number break	End of support date
24141	Stellar 150 Germany	20122338703	22nd August 2017
24142	Stellar 150 France	20122338763	21st August 2017
24143	Stellar 150 EUR G1	20122329483	22nd August 2017
24144	Stellar 150 EUR G2	20122338885	8th August 2017
24145	Stellar 150 UK	20122338887	30th July 2017
24151	Stellar 150 Germany	20122338765	7th August 2017
24152	Stellar 150 France	20122338825	2nd August 2017
24153	Stellar 150 EUR G1	20122338889	18th May 2017
24154	Stellar 150 EUR G2	20122338891	25th December 2016
24155	Stellar 150 UK	20122338893	24th August 2017

While Stellar 1.0 devices may still function as intended, the availability of spare parts and repair service for these devices cannot be guaranteed beyond these dates.

Type 1 units can be distinguished from Type 2 units as they do not have Remote Alarm support.

Type 1 unit

Type 2 unit with support for Remote Alarm

Note: *Support remains for Type 2 Stellar devices.*