

Email language that you can use to share with customers

Commercial Message with Upgrade Mention. Please ensure you comply with all applicable laws when sending this notification.

Time-sensitive: Security Cameras – Upgrade to Retain Video Coverage

Dear [Customer Name],

We're reaching out with an important update regarding your current security camera system. After many years of service, as of July 30, 2025, **your first-generation Total Connect® cameras will no longer function.** But this is an opportunity to upgrade your security with the latest technology available in a new lineup of award-winning First Alert® VX series cameras. For more information about your existing cameras and to explore the new First Alert® VX Series, please visit <https://www.resideo.com/us/en/TCCamerasEOL/>

We understand that this may feel unexpected, but the new VX Series cameras offer significant improvements in image resolution and quality, smart event detection, 2-way audio and improved app experience, all features that can make a real difference in your security system.

To ensure you're prepared, our office will be reaching out to you to review your specific needs and recommend the best upgrade options. Our goal is to make this transition as smooth and straightforward as possible for you. If you prefer, please contact us at [XXX-XXX-XXXX](tel:XXX-XXX-XXXX) directly.

Thank you for choosing [Dealer Name]—your continued safety and satisfaction are our top priorities.

Thank you,

[Dealer Name]

Operational Message for customers who have opted out of Marketing messages

Subject: **Security Cameras Must Be Replaced to Maintain Video Coverage**

Dear [Customer Name],

We're reaching out with an important update regarding your current security camera system. As of June 30, 2025, **your first-generation Total Connect® cameras will no longer function.** For more information about your existing cameras and to explore the new First Alert® VX Series, please visit <https://www.resideo.com/us/en/TCCamerasEOL/>

If you have questions about alternative options, please contact us at [XXX-XXX-XXXX](tel:XXX-XXX-XXXX).

Thank you for choosing [Dealer Name]—your continued safety and satisfaction are our top priorities.

Thank you,

[Dealer Name]