



MARKETING BULLETIN

Honeywell Commercial Security

Subject: Performance Series HEN*2 Recorders – Telephone Technical Support Discontinuation

Date: December 1st, 2022

Discontinued Technical Telephone Support Notice

Honeywell strives to provide up to date and efficient technical support for customers. In doing so, sometimes it is necessary to discontinue support for legacy products to efficiently support the latest technologies. This notice is to advise that Honeywell is discontinuing Telephone Technical Support for Performance Series HEN*2 recorders on **April 04, 2023**.

See the chart below for the recommended solution:

Product Upgrade Path	
Discontinued Product Support	Recommended Replacement
HEN04102 - H.264 1080P 4CH NVR 0TB	HN35040100 - 4 Chs NVR 4k (8 Mp) Support, H.265/H.264, 4 Chs POE, Stream Encryption, 0 TB, 1HD
HEN04112 - H.264 1080P 4CH NVR 1TB	HN35040101 - 4 Chs NVR 4k (8 Mp) Support, H.265/H.264, 4 Chs POE, Stream Encryption, 1 TB, 1HD
HEN04122 - H.264 1080P 4CH NVR 2TB	HN35040102 - 4 Chs NVR 4k (8 Mp) Support, H.265/H.264, 4 Chs POE, Stream Encryption, 2 TB, 1HD
HEN08102 - H.264 1080P 8CH NVR 0TB	HN35080200 - 8 Chs NVR 4K (8 MP) Support, H.265/H.264, 8 Chs POE, Stream Encryption, 0 TB, 2HD
HEN08112 - H.264 1080P 8CH NVR 1TB	HN35080202 - 8 Chs NVR 4K (8 MP) Support, H.265/H.264, 8 Chs POE, Stream Encryption, 2 TB, 2HD
HEN08122 - H.264 1080P 8CH NVR 2TB	
HEN08142 - H.264 1080P 8CH NVR 4TB	HN35080204 - 8 Chs NVR 4K (8 MP) Support, H.265/H.264, 8 Chs POE, Stream Encryption, 4 TB, 2HD
HEN16102 - H.264 1080P 16CH NVR 0TB	HN35160200 - 16 Chs NVR 4K (8 MP) Support, H.265/H.264, 16 Chs POE, Stream Encryption, 0 TB, 2HD
HEN16122 - H.264 1080P 16CH NVR 2TB	HN35160204 - 16 Chs NVR 4K (8 MP) Support, H.265/H.264, 16 Chs POE, Stream Encryption, 4 TB, 2HD
HEN16142 - H.264 1080P 16CH NVR 4TB	
HEN16162 - H.264 1080P 16CH NVR 6TB	HN35160208 - 16 Chs NVR 4K (8 MP) Support, H.265/H.264, 16 Chs POE, Stream Encryption, 8 TB, 2HD

If you have any questions, please visit our [website](#) or contact Customer Service at **800-323-4576, Option 1**.