

Product Bulletin

Date: August 16, 2021

Update Number: P2021-11

Subject: Discontinuance - EL2000SS, EL25 & Accessories

Product Affected: EL2000SS, EL25G, N, S

LiftMaster® is continually committed to improving your access control experience from analog to digital-based products and services. Effective December 31, 2021, LiftMaster will discontinue the EL2000SS, EL25 and associated accessories.

Type of Change: Product phase out.

The following models will be discontinued:

Model	Product Description	Recommended Model Replacement	Product Description
EL2000SS	Telephone Entry System – Stainless Steel Housing	CAPXLV	Smart Video Intercom - L
EL25G	Telephone Entry System – Gray Cast Housing	CAPXM	Smart Video Intercom - M
EL25N	Telephone Entry System – Nickel Cast Housing	CAPXM	Smart Video Intercom - M
EL25S	Telephone Entry System – Silver Cast Housing	CAPXM	Smart Video Intercom - M
Accessories			
WOMODKT	EL25/EL2000SS Wiegand Module Kit	None	
EL25DVRCAMKT	EL25 DVR Camera Kit	None	
EL25CCAMKT	EL25 Camera Kit	None	
EL2000SSPKT	Pedestal Mounting Plate Kit	None	
EL2000SSTKN	Trim Kit Narrow	None	
EL2000SSTKW	Trim Kit Wide	None	
EL2000DVRCAMKT	EL2000 DVR Camera Kit	None	
ELHTRKT	EL2000SS Heater Kit	None	

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Product Availability:

The EL2000SS, EL25 family and accessories will be discontinued as of December 31, 2021. Orders will be accepted and fulfilled until remaining inventory is depleted.

LiftMaster will continue to provide replacement parts and services for these products until **December 31, 2023**. In addition, we will honor all warranty terms as per the products' standard terms of sale.

Recommended Replacement:

With the introduction and strong market acceptance of our line of Smart Video Intercom systems, the CAPXLV and CAPXM will replace the EL25 & EL2000SS Telephone Entry systems. The Smart Access products are compatible with LiftMaster's full line of gate operators, access control products and accessories, providing solutions designed to meet our end user's needs.

The Smart Video Intercoms, powered by myQ®, deliver best-in-class video functionality with real-time and stored video events, while also providing a new myQ Community App experience for residents with video guest confirmation and "press to unlock" feature. Our Smart Video Intercoms integrate video to keep residential communities secure while making access management easier for building and community managers.

To learn more about the Smart Access Video Intercom offering, please visit myQ.com/Community.

Immediate Action Required – If you have a bid specification, outstanding quote, or a final request to purchase, please contact the Senior Product Manager, Erika Engers, at Erika.Engers@LiftMaster.com by **October 1, 2021** to ensure we will have quantities to support you until the discontinuance date. LiftMaster is dedicated to customer satisfaction and will continue to support the discontinued products with technical service and replacement parts if components are available.

Thank you for your continued support of LiftMaster. If you have any questions, please contact LiftMaster Sales Representative or our Customer Care Team at **800.323.2276**.