



TECHNICAL BULLETIN

➤ *Advisory* ◀

www.nidecelevatorgroup.com/mce

Reference # 162

Route to: Service Managers/Account Managers

From: MCE Technical Support Department

Effective Date: April 1, 2024

Subject: Product Obsolescence Announcement for Legacy Monitoring Products.

Equipment: Legacy Monitoring Products: Central Monitoring System (CMS), Multiple System Display (MSD), Security Interface Software (SIS), Tiger Term, Male Line drivers, Keyboard Control for Elevators (KCE), Access Control for Elevators (ACE) / CRT Security, MACS.

Description: Motion Control Engineering has made every effort to ensure our ability to support all of our Legacy equipment and computer peripherals over the past 40 years. Our developers have designed Control Systems that are innovative at the time of release and have been maintainable through a continued and vigilant sustainment effort. MCE's consistency in design, product offerings, and adaptability has allowed us to overcome most discontinued components/technology challenges thus far. In an industry with an extraordinarily fast-paced development cycle of computer components, sourcing viable replacement parts has become increasingly difficult. For this reason, MCE has made the decision to end all sustainment efforts for these products, and there will no longer be any more compatibility research.

We will continue to offer spare parts as long as current components/ materials can be obtained, and ALL parts sales are final.

Requests for technical support on these obsolete products must be submitted via email, and consultation will be offered on a case-by-case basis.

Actions: Email mcehelp@nidec-mce.com with the controller data tag to check if your maintenance site is affected.

Notify the building about how the loss of remote monitoring features could affect its operations.

MCE Help: As always, should you require any additional technical assistance on this or if you wish to add your email for future technical bulletin advisories:

- **Email:** mcehelp@nidec-mce.com
- **Refer to the reference number above**