

October 25, 2023

Dear BluBOX Customer,

We would like to bring an important update to your attention regarding the support of Mercury's EP Series of controllers. As of June 30, 2024, BluBOX will no longer be providing support for EP Series controllers. We are committed to assisting you in smoothly transitioning to Mercury's next generation LP Series controllers, which offer enhanced features, improved security, and increased performance.

The decision to discontinue support for EP Series controllers was influenced by Mercury's decision to cease the sale of these controllers and the absence of bug fixes and feature improvements. All future advancements, bug fixes, and enhancements will be exclusively focused on their LP Series line of products.

We understand the importance of staying ahead of cyber threats in today's digital landscape. Therefore, we recommend upgrading to LP Series controllers for the following key reasons:

1. **Cyber Security:** To ensure maximum protection against potential cyber threats, Mercury conducts yearly cyber security tests and updates the firmware exclusively for LP Series controllers. In contrast, EP Series controllers no longer receive any cyber security updates from Mercury.
2. **Enhanced Encryption:** LP Series controllers employ the robust AES 256 Bit encryption for Controller to SIO board communication, offering superior security compared to the AES 128 bit encryption used in EP Series controllers.
3. **End of EP Series Product Line:** Mercury has ceased shipping EP controllers, indicating that the LP Series controllers are the future of their product lineup.
4. **Firmware Updates:** Mercury will not release any firmware updates for EP Series controllers, limiting their effectiveness with newer networks. LP Series controllers, on the other hand, receive regular updates to ensure optimal performance and compatibility.
5. **Hardware Advancements:** LP Series controllers feature a faster processor, increased memory and storage capacity, resulting in improved overall performance.
6. **BluSKY Integration:** We are actively leveraging the advanced features of LP Series controllers to reduce network traffic and enhance performance within our BluSKY platform.



At BluBOX, we are committed to providing you with cutting-edge security solutions and superior support. We look forward to assisting you in this migration to LP Series controllers and are confident that this upgrade will significantly benefit your organization. Thank you for your continued trust in BluBOX.

Sincerely,

A handwritten signature in black ink that reads "Shaun Peterson". The signature is written in a cursive, slightly slanted style.

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Vice President, Support
BluBOX Security Inc. [Contact Information]