Dear Partner,

Good day!

To provide more new competitive products to meet the market demands, ZKTeco hereby informs you of the discontinuation of ZKBioSecurity V5000, and the termination of sales of the software will be effective from 31st December 2022, no more software license will be issued after.

The software will be replaced by ZKBio CVSecurity, which is developed based on ZKBioSecurity, and integrates video surveillance and smart analysis for the positive ecosystem closed loop of preparatory effective alarm, interim quick reaction, and retrospective precise inspection, and offer more efficient safety protection for people, vehicles and properties, and build a more intelligent, personalized and humanized security management platform.

After the termination of sales, the dates of the related termination of the key service activities of the software are shown in the Timetable 1. For other enquiries, please refer to the attachment 2.

Timetable 1: Dates of the Related Termination of the Key Service Activities of the Software

Key Event	Introduction	Date
Termination of download	ZKBioSecurity will not be available for download and use anymore.	2022/11/30
Discontinuation of Sales	ZKBioSecurity will not be available for sales anymore.	2022/12/31

Terminal of Technical Supports	Free technical support services for the software will not be available anymore.	2023/12/31

Annex2：Q & A

Q1: Does ZKBio CVSecurity retain all the functions ZKBioSecurity has?

A:Upon the official announcement of the termination of ZKBioSecurity, ZKBio CVSecurity will remain in all functions of ZKBioSecurity on the official date of the termination of sales (31st December 2022).

Q2: I have already made various customisations on ZKBioSecurity. Does ZKTeco still provide technical support services?

A: Yes. The customisation service will be extended. ZKTeco shall offer a 1-year free service starting from the date of customisation delivery. In case more technical support services are needed, we recommend you advance purchase of ZKBioSecurity Maintenance Service. Please refer to the Service list in the ZKBioSecurity Price List for the prices or contact ZKTeco sales representatives.

Q3: I have already installed ZKBioSecurity; can I upgrade it to ZKBio CVSecurity?

A: Yes. According to ZKTeco Software Sales Strategies (Service list in the Price List), upgrade services are a charged item; if you need to upgrade, don't hesitate to contact ZKTeco sales representatives.

Q4: I have already purchased service(s) with a duration of 5 years or more. Does ZKTeco still provide technical support services?

A: Yes. ZKTeco shall commit to the agreed contracts and continue to provide comprehensive services starting from the date of purchase of the services. If any client wishes to upgrade to the newest ZKBio CVSecurity, we may offer a discount for the upgrades.

Q5:Will there be any final version of ZKBioSecurity?

A:The latest version of the software is ZKBioSecurity V5000 4.1.3_R. There shall be no later version.

Exceptional Circumstances:

For Example: For tender projects using ZKBioSecurity, if the ZKBioSecurity is yet to be applied in use due to the long duration of the project, it is required to fill in the project report of ZKBioSecurity and submit it to Popy Xiao (popy.xiao@zkteco.com) and copy Leo Hou (leo.hou@zkteco.com) and Clover Fang (clover.fang@zkteco.com) before 30th June .

Global Product &Marketing Sevices Sharing Center.

June 7, 2022