

# Frequently Asked Questions

## Obsolescence Notice: RF500 Wireless Monitoring System

### **1. Can I order spare transmitters and accessories before the December 30?**

Yes, you can order transmitters and accessories until December 30, 2022.

### **2. Can I still get onsite calibration and support for my RF500 system?**

Yes, Comark or your distributor will continue to provide onsite service and calibration for the foreseeable future on your RF500 installation.

### **3. What happens after January 1, 2023, if my gateway or transmitter needs service?**

You can still return gateways and transmitters to Fluke (Norwich) for repair.

### **4. Will Comark continue to supply batteries?**

The batteries are available to order from electronic distributors. Search online for 'LSH 14 Light.' If you need guidance for ordering batteries, contact support by our [online form](#) or in the UK by calling 0207 942 0712 (select 3 for technical support).

### **5. Will Comark continue to provide software or firmware updates for RF500?**

Comark is not planning any more software or firmware updates for RF500.

### **6. If I upgrade to Diligence 600, what happens to my data?**

All your data can be kept live on the gateway, or you can install the FOC Comark Viewing Software and load a manual backup\* file to view your historic RF500 data.

### **7. Can I upgrade to Diligence 600 a little at a time?**

Yes, you can upgrade as much or as little according to your system requirements.

### **8. Will I be able to order probes and other accessories after December 30, 2022?**

Most RF500 probes will continue to be sold as they are compatible with Diligence 600. Please see the list of RF500 parts and accessories that will still be available after the deadline. List of probes for [RF516](#) and [RF512](#).

### **9. If I need my system to be decommissioned and reinstalled in another location, can Comark do this for me?**

Comark or your distributor can come onsite to decommission and reinstall the system in another location. Comark can also offer options for upgrading to Diligence 600.

### **10. How long will my RF500 System last?**

RF500 is designed to provide many years of service, with many systems in place for over ten years.