



9/5/2023

Honeywell Howard Leight VeriPRO

Product Communication

Regions Affected: Global

Customer Notice

Dear Customer,

You have been identified as a customer that has potentially purchased a Honeywell VeriPRO which may be subject to this Product Notice. Honeywell has identified an incompatibility related to the control and test tone volumes of the product when used with Windows 10 or 11 for the units you recently purchased.

The part numbers that could be affected are listed below:

Part Number	Description
VERIPRO	VeriPRO System – Single Software License
1018064	VeriPRO System – Single Software License

A cross-functional team has been assembled to investigate. In the meantime, until we can confirm proper functionality of the control and test tones with these versions, do not use the VeriPro with Windows 10 or 11. Currently, we are unable to provide an estimated investigation closure date. If you experience any issues with tone volumes, remove the headphones immediately, discontinue use of the unit and contact us. We will provide an update communication once final details toward addressing this incompatibility have been determined.

If you are using Windows 10 or 11 and have had no issues with your VeriPro, you may continue to use it as you have been, as long as the computer, software and device are not changed. If you are using a version of Windows other than 10 or 11 with the VeriPRO, there is no need to take action. If you need additional information or instruction, please contact technical support through <https://sps-support.honeywell.com/s/ppe>

We will provide status updates as appropriate. Please be assured, the entire cross-function team is making every effort to resolve this quickly.

Best regards,

Will Reiber

Offering Manager

Honeywell Personal Protective Equipment