CUSTOMER SERVICE NOTICE

Important notice: JG Aura end of support

End-of-support advisory | 12 October 2026

Dear Customer,

We are writing to inform you that the JG Aura application reached its end-of-support date on 11 September 2026. As technology evolves, we occasionally need to retire older applications so we can focus our resources on solutions that better serve our customers.

We understand this may be disappointing and are committed to helping users plan a smooth transition.

Application details

Application	Version of the application	End-of-support date
JG Aura	Android: 1.8.9 (2025052001) iOS: 1.8.9 (1.8.9.3)	11-09-2026

What this means for you

From 11 September 2026, SALUS Controls no longer provides updates, technical assistance or security patches for this application.

Planning your transition

We encourage you to plan your transition to an alternative solution as soon as possible to ensure continued support and functionality. Our team is available to discuss your options and help facilitate a smooth transition.

If you have any questions or need assistance, please email techsupport@saluscontrols.com.

Thank you for your understanding and support over the years.

Sincerely,

Tudor Draghiciu
European Technical Director
SALUS Controls PLC