CUSTOMER SERVICE NOTICE

Important notice: iT500 web login portal closure

Permanent closure - effective immediately

Dear SALUS Controls Customer,

We would like to inform you that the SALUS iT500 web login portal has been permanently closed. Affected website: https://salus-it500.com/public/login.php.

Following a security review, we determined that this older web service can no longer meet our current security requirements. To protect our customers and systems, we have therefore discontinued the portal with immediate effect.

What this means for you

01 **Web login is no longer available.** You can no longer sign in through the retired website. Please remove any saved bookmarks or shortcuts.

02 **The portal will not be restored.** There are no plans to update or reactivate this service.

03 **Your iT500 thermostat and mobile app are not being discontinued.** This notice applies only to the web portal. Please continue using the official SALUS Controls iT500 Plus mobile application.

What you should do

01 **Use the official iT500 Plus mobile app.** Avoid unfamiliar links claiming to offer a replacement login page.

02 **Update your password as a precaution.** If you recently used the web portal, change your password through the official app, where available. Contact SALUS Controls Technical Support if you need assistance. If you reused that password elsewhere, change it on those services too.

03 **Contact support if you need help.** Submit a ticket through the official SALUS Controls website if you have questions or trouble accessing your account. Never include your password in a support request.

We understand this change may be inconvenient and apologise for any disruption. Retiring this legacy service is a necessary step to maintain the security standards our customers expect.

Thank you for your understanding and continued trust in SALUS Controls.

SALUS Controls Technical Support Team