

# Customer Notification



**Notification No.:** 20190228

**Version:** 1.0

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**Release Date:** February 28, 2019

**Effective Date:** February 28, 2019

**Notification Status:**  Advisory  Mandatory  Announcement

**Classification:**  Firmware  Hardware  Policy/Procedure

**Description:** PUB-7 and PUB-11 Product Discontinuation Notice / End of Support

**Hardware:** PUB-7 and PUB-11 (All Models)

**Territory:** All

**Interface:** N/A

**Check Sum:** N/A

**Firmware Version(s):** N/A

**CRC (seed = 0000):** N/A

## Conditions:

JCM Global is announcing the discontinuation of the following product lines:

Model	Last Purchase Order Accepted	Last Shipment to Customer***	Software Support Discontinuation*	Service and Parts Discontinuation**
PUB-7	06/30/2019	12/31/2019	12/31/2021	12/31/2023
PUB-11	06/30/2019	12/31/2019	12/31/2021	12/31/2023

## Resolution:

### Software Discontinuation Policy

\*JCM Global will support the following software development categories until 12/31/2021:

- Addition of newly-issued Banknotes to existing countries' software
- Removal of old Banknotes going out of circulation from existing countries' software
- Improvement of Acceptance Rate to existing countries' software
- Countermeasures against manipulation, fraud or counterfeits.

*Certain restrictions to the Software Discontinuation Policy may apply.*

### Service Parts Support

\*\*Service Parts are subject to availability.

### Manufacturing Limitation

\*\*\*Total Production Quantity is limited to 4000 Units.

## Note:

This notification reflects current information available at time of publication. This information is subject to change without notice. Please contact your local JCM Sales Representative or JCM Customer Service at (800) 683-7248 for additional information.