

Customer Notification



Notification No.: 20230228

Version: 1.0

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Release Date: February 28, 2023

Effective Date: February 28, 2023

Notification Status: Advisory Mandatory Announcement

Classification: Firmware Hardware Policy/Procedure

Description: RDM-100 Product Discontinuation Notice

Hardware: RDM-100

Territory: All

Interface: All

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:

Resolution:

Model	Last Purchase Order Accepted*	Software Support Discontinuation**	Service and Parts Discontinuation***
RDM-100	12/31/2023	12/31/2025	12/31/2026

Last Purchase Order Accepted

*Purchase Orders are subject to availability.

Software Support Discontinuation Policy

**JCM Global will support the following Software Development categories until 12/31/2025:

- Addition of newly-issued Banknotes to existing country firmware;
- Removal of old Banknotes going out of circulation from existing country firmware;
- Improvement of acceptance rate on existing country firmware;
- Addition of countermeasures against manipulation, fraud or counterfeits.

Certain restrictions to the Software Support Discontinuation Policy may apply.

Service and Parts Discontinuation Policy

***Service Parts are subject to availability.

Notes:

For more information about product upgrade availability and the latest JCM product innovations, contact your local JCM Sales Representative.

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.