

Customer Notification



Notification No.: 20260601

Version: 1.0

Page: 1 of 1

Release Date: June 01, 2026

Effective Date: June 01, 2026

Notification Status: ☐ Advisory ☐ Mandatory ☒ Announcement

Classification: ☒ Firmware ☒ Hardware ☐ Policy/Procedure

Description: GEN5® Series Thermal Printer Product Discontinuation Notice

Hardware: GEN5® Printer (All Models)

Territory: All

Interface: N/A

Check Sum: N/A

Firmware Version(s): N/A

CRC (seed = 0000): N/A

Conditions:

JCM Global® announces the discontinuation of the following GEN5® Series Thermal Printer product lines:

Model	Last Delivery Date*	Software Support Discontinuation**	Service and Parts Discontinuation***
PSA-66 (GEN5)	May 31, 2027	May 31, 2029	May 31, 2031
CouponXpress (GEN5)	May 31, 2027	May 31, 2029	May 31, 2031

Last Purchase Order Accepted

*Purchase Order acceptance is subject to product availability.

Software Discontinuation Policy

**JCM Global will support the following Software Development categories until May 31, 2029:

- New Firmware for New and Existing Markets;
- Updates to Existing Firmware to add additional Templates and/or Character Sets;
- Updates to Existing Firmware for bug fixes.

Certain restrictions to the Software Discontinuation Policy may apply.

Service Parts Support

***Service Parts are subject to availability.

Please note the GEN5 Series Thermal Printer will be replaced by the GEN7™ Series Thermal Printer, which is a direct replacement that will be available through our OEM Partners or from all JCM Global offices.

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

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 for additional information.