

Customer Notification



Notification No.: 20171117

Version: 1.0

Page: 1 of 1

Release Date: November 17, 2017

Effective Date: November 17, 2017

Notification Status: Advisory Mandatory Announcement

Classification: Firmware Hardware Policy/Procedure

Description: GEN2U™ Product Discontinuation Notice

Hardware: GEN2™ Universal Printer

Territory: All

Interface: N/A

Check Sum: N/A

Firmware Version(s): N/A

CRC (seed = 0000): N/A

Conditions:

FutureLogic® announced the discontinuation of the GEN2U™ Printer product line in 2013. This Customer Notification serves as the Final Notice of discontinuation:

Resolution:

Model	New Firmware Support Discontinuation*	Extended Firmware Support Discontinuation**	Service and Parts Discontinuation***
GEN2 Universal	12/31/2017	12/31/2019	12/31/2022

Firmware Discontinuation Policy

*JCM Global will support the following Firmware Development categories until 12/31/2017:

- New Firmware for New and Existing markets
- Updates to Existing Firmware to add additional templates and/or character sets

**JCM Global will support the following Firmware Development categories until 12/31/2019:

- Updates to Existing Firmware for bug fixes

Certain restrictions to the Firmware Discontinuation Policy may apply.

Service/Parts Support Policy

***Service Parts are subject to availability.

Please note the GEN5™ Printer is a direct replacement for the GEN2U Printer and is available through our OEM Partners or from all JCM Global offices. Additional GEN5 product information can be found at:

<http://am-en.jcmglobal.com/product/gen5/>

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.