

Customer Notification



Notification No.: 20180131

Version: 1.0

Page: 1 of 1

Release Date: January 31, 2018

Effective Date: January 31, 2018

Notification Status: Advisory Mandatory Announcement

Classification: Firmware Hardware Policy/Procedure

Description: KBM60-2™ Direct Thermal Printer Product Discontinuation Notice

Hardware: KBM60-2™ Direct Thermal Printer

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 line:

Resolution:

Model	Last Purchase Order Accepted	Last Shipment to Customer	New Firmware Support Discontinuation*	Service and Parts Discontinuation**
KBM60-2	06/29/2018	12/31/2018	12/31/2020	12/31/2023

Firmware Discontinuation Policy

*JCM Global will support the following Firmware Development categories until 12/31/2020:

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

Certain restrictions to the Firmware Discontinuation Policy may apply.

Service/Parts Support Policy

**Service Parts are subject to availability.

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.