

Customer Notification



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Version: 1.0

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Release Date: December 31, 2022

Effective Date: December 31, 2022

Notification Status: Advisory Mandatory Announcement

Classification: Firmware Hardware Policy/Procedure

Description: iPRO/iPRO-RC Product Discontinuation Notice

Hardware: iPRO-10X/iPRO-10X-RC

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**
iPRO-10X	N/A	12/31/2025	12/31/2027
iPRO-10X-RC			

Last Purchase Order Accepted

Purchase Orders will not be accepted. Product is no longer available.

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:

This Product Discontinuation does not apply to the iPRO-RC (Recycler) Frame or Recycling Modules.

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.