



# Customer Notification



**Notification No.:** 20140501

**Version:** 1.0

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**Release Date:** 02 May 2014

**Effective Date:** 30 June 2014

**Notification Status:**  Advisory

Mandatory

Announcement

**Classification:**  Firmware

Hardware

Policy/Procedure

**Description:** EBA-3x VH Discontinuation Notice

**Hardware:** EBA-3x VH All Models

**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 lines:

Model	Last Purchase Order Accepted	Last Shipment to Customer	Software Support Discontinuation	Service Parts Discontinuation
EBA-3x VH	31 Dec 2013	30 June 2014	30 June 2014* 30 June 2019**	30 June 2019***

#### Software Discontinuation Policy

\*JCM Global will support the following software development categories until 30 June 2014

- New Currencies or new multi-currency software
- New Interface requirements
- Change in settings (such as escrow codes)
- New Configuration (such as new software for LD or BNF)

\*\* JCM Global will support the following software development categories until 30 June 2019

- Addition of newly issued Banknotes to existing countries software
- Removal of old banknotes going out of circulation from existing countries software
- Improvement of acceptance rate to existing countries software
- Countermeasures against: manipulation, fraud or counterfeits

*Certain restrictions to the software discontinuation policy may apply.*

#### Service Parts Support

\*\*\* Service Parts are subject to availability.

#### **Notes:**

The intent of this announcement is to accurately reflect information available at the time of this writing. This information can change or be modified at any time with no formal notification requirements. Please contact your local JCM Sales Representative for additional information.