

# 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.