



Customer Notification



Notification No.: 20150818

Version: 1.0

Page: 1 of 2

Release Date: August 18, 2015

Effective Date: August 18, 2015

Notification Status: Advisory Mandatory Announcement

Classification: Firmware Hardware Policy/Procedure

Description: DBV-30X™ Product Discontinuation Notice

Hardware: DBV-30X 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 and Parts Discontinuation*** |
|---------|------------------------------|---------------------------|----------------------------------|--------------------------------------|
| DBV-300 | 06/30/2016 | 12/31/2016 | 12/31/2016* 12/31/2019** | 12/31/2021 |
| DBV-301 | 06/30/2016 | 12/31/2016 | 12/31/2016* 12/31/2019** | 12/31/2021 |
| DBV-302 | 06/30/2016 | 12/31/2016 | 12/31/2016* 12/31/2019** | 12/31/2021 |
| DBV-303 | 06/30/2016 | 12/31/2016 | 12/31/2016* 12/31/2019** | 12/31/2021 |

Software Discontinuation Policy

*JCM Global will support the following software development categories until 12/31/2016:

- 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 12/31/2019:

- 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.



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Resolution:

The DBV-400 is a direct replacement for most DBV-30X product configurations. Refer to the following table for supported DBV-30X models and upgrade options:

| DBV-30X | DBV-400 Upgrade Requirements |
|---------|---|
| DBV-300 | Direct Replacement using existing DBV-30X Harness and Power Supply. |
| DBV-301 | Direct Replacement using existing DBV-30X Harness and Power Supply. |
| DBV-302 | Direct Replacement requires external 120VAC → 12-24VDC Power Supply and Harness.* |
| DBV-303 | No Direct Replacement currently available. |

* For Harness specifications required to upgrade a DBV-302 product configuration, contact your local JCM Sales Representative.

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.