

End Of Life

iSMP322 and iSMP352 Product Line (PCI-PTS v3.x models)



US Product Management
Ingenico Group, North America

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www.ingenico.us

Ingenico US

3025 Windward Plaza, Suite 600

Alpharetta, Georgia 30005

1_Announcement

The purpose of this notice is to advise that Ingenico US is announcing a withdrawal from marketing and sale of the PCI-PTS v3.x models of the iSMP322 and iSMP352 in the US.

The relevant dates and support commitments are detailed below.

Impacted product models include, but may not be limited to:

- IMP322-01P2290
- IMP352-01P2288

Please note that all revisions within said part numbers are included in this notice. For example, IMP322-01P2290 includes IMP322-01P2290A, IMP322-01P2290B, etc.

As this is the EOL of the iSMP322 and iSMP352 product lines, please note that any and all product specific accessories (eg. back plates, cables, etc.) are included as part of this EOL

2_Rationale

Payment devices (hardware) and POS applications (software) are evolving technologies. They follow a natural product life cycle. Payment hardware is primarily governed by the Payment Card Industry Security Standards Council's (PCI SSC) regulatory compliance requirements, EMVCo and Card brand requirements, in addition to market activity and market demand.

Ingenico US is taking the action to EOL the PCI-PTS v3.x iSMP322 and iSMP352 products listed above due to the replacement products having vastly improved performance, include new functionality needed by the market, while being certified to the latest security and card brand specifications.

3_Key Dates

Key Milestones	Description	Date
Initial EOL (End of Life) Announcement	The date the announcement of the EOL of a product is sent out to partners and customers.	September 30 th , 2017
EOL Date	The date the End of Life officially takes effect.	June 30 th , 2018
LBO (Last Buy Order)	The last date to order the device through Ingenico. This is the final forecast	March 31 st , 2018
Last Shipping Date	The last possible ship date that can be requested.	June 30 th , 2018
EOS (End of Support) Date	The last date to receive support for the device. All customers should refer to their specific warranties and service agreements to determine the level of maintenance and support they are entitled to receive during the EOL period.	June 30 th , 2021

- Please note that services after the June 30th, 2021 date may be requested. Acceptance of said request will be based on the provided business case and parts availability. These services will be provided on a “best-efforts” basis based on existing stock or parts. No new parts will be procured after the EOS date.

4_Migration Options

Customers and business partners are encouraged to migrate to Ingenico’s new Link/2500, part of the Tetra platform or to the PCI-PTS v4.x ISMP4.

5_Additional Information

Ingenico is pleased with the customer response we have received regarding our next generation products. We are excited to continue to offer the best in class pinpad solutions and service in the market today.

If you should have any questions about this notice, need assistance regarding the marketing withdrawal of the PCI-PTS v3.x models of the iSMP322 and iSMP352, or wish to discuss Ingenico’s new Tetra platform, please contact your sales executive.