



End of Life Notification

- [DESK/3500 series - EMV C'less Level 1 v.2.6](#)
- [DESK/5000 series - EMV C'less Level 1 v.2.6](#)



Revision history

Version	Revision	Revision Date
v 1.0 - NAR	Initial Release	July 2022

1_Announcement

Products reach the end of their Life Cycle for a number of reasons. These reasons may be due to market demands, technology innovation and development driving changes in the product, or the products simply mature over time and are replaced by functionally richer technology

This announcement includes both the Desk/3500 and Desk/5000 products. The End of Life (EOL) milestones on the "Key Dates" listed on page 3.

- Desk/3500 certified EMV C'less Level 1 version 3.x will replace current products certified in version 2.6 by 2023.
- Desk/5000 products certified PCI v.6 & EMV Contactless Level 1 version 3.x will replace current Desk/5000 certified PCI v.5 & EMV Contactless Level 1 version.2.6 by 2023.

2_Affected products

Product impacted

Product range	
Desk/3500 PCI v.5 & EMV v.2.6	Desk/3500 v2.6 versions
Desk/5000 PCI v.5 & EMV v.2.6	Desk/5000 v2.6 versions

3_Milestones definition

Key Milestones	Description	Milestone Date
Initial EOL (End of Life) Announcement	The date the announcement of the EOL a product is sent out to partners and customers.	July 01, 2022
EOL (End of Life) Date	The date the EOL officially takes effect.	June 30, 2023

LBO (Last Buy Order) Date	This is the last date to order the device through Ingenico. It is imperative to provide Ingenico a forecast in advance of your last time buy. Ingenico recommends a PO at least six months in advance of delivery date requested.	Mar 31, 2023
LTS (Last Time Ship) Date	This is the last possible ship date that can be requested.	Jun 30, 2023
EOS (End of Support) Date*	<p>The last date to receive full support of the product. All customers' specific warranties and service agreement purchased would be taken into account to determine the level of maintenance and support would be provided during the EOL period.</p> <p>No spare parts can be purchased after the EOS date (exception made for the stock of pieces that might still be available in our inventory).</p>	Jun 30, 2026

Notes:

If there are specific concerns with the dates in this document because of any customer engagement, please contact your Ingenico representative. We will make every effort to take the appropriate actions if possible.

4_Rationale

Products reach the end of their Life Cycle for several different reasons:

- Changing nature of market demand
- Evolving Regulatory Compliance
- Technology innovation and development driving required upgrades in products
- Obsolescence of specific components

In this specific case, the main drivers for announcing this EOL of Desk/3X00 & DESK/5000 are:

- Global certifications: EMV C'less Level 1 certification in version 2.6 expired in Nov 2021.
- The current Desk terminals with v2.6 CANNOT pass the new v3 specification without hardware changes, hence a new variant will be required.
- New product is certified EMV C'less Level 1 version 3.x and PCI v.6.

5_Recommended Migration

Product	Reference*	Reference Description
Discontinued Products		
DESK/3500 <ul style="list-style-type: none"> • PCI v.5 • C'less L1 v.2.6 	PCD30010305R	EM PCI v.5 - EMV 2.6
	PCD32510605R	EM PCI v.5 - EMV 2.6
	PCD30010754R	EM PCI v.5 - EMV 2.6
Desk/5000 <ul style="list-style-type: none"> • PCI v.5 • C'less L1 v.2.6 	PCA30010369T	DESK/5000 EM - PCI v.5 & EMV C'less Level1 v2.6
	PCA30011407T	DESK/5000 EM - PCI v.5 & EMV C'less Level1 v2.6
	PCA33310371X	Desk/5000 EM/Wifi/BT
Replacement Products		
Desk/3500 <ul style="list-style-type: none"> • PCI v.5 • C'less L1 v.3.0 	PCD30012573S	EM PCI v.5 – EMV C'Less Level 1 version 3.0
	PCD32512575S	EM PCI v.5 – EMV C'Less Level 1 version 3.0
Desk/5000 <ul style="list-style-type: none"> • PCI v.6 • C'less L1 v.3.0 	PCA30012577V	DESK/5000 EM - PCI v.6 - EMV C'Less Level 1 version 3.0
Axium DX8000-2 <ul style="list-style-type: none"> • PCI v.6 • C'less L1 v.3.0 	PWS52012226B	DX8000-2 2G+16G WiFi Dual Band, BT/4G - NAR
Axium DX8000-5 <ul style="list-style-type: none"> • PCI v.6 • C'less L1 v.3.0 	PWT52012140B	DX8000-5 3G+32G WiFi Dual Band, BT/4G - NAR

*The reference number listed above is a latest available, but all previously released versions of this reference number are also included in this announcement. For example, PCA30010369T means that all versions from PCA30010369 from A-T are included in this discontinuation.

6_For More information

For more information, please contact to your local partner or Ingenico representative.