



NAR & North Cone End Of Life Notice

**Self All-in-One Devices: Self/2000,
Self/4000, Self/5000**



December 2nd, 2024
Ingenico North America
& North Cone Region



Products reach the end of their Life Cycle for several reasons: market demands, technology innovation or development driving changes in the product, or the products simply mature over time and are replaced by functionally richer technology.



1_Announcement

The purpose of this notice is to advise that Ingenico North America and North Cone Regions are announcing a withdrawal from marketing and sale of Self All-in-one: Self/2000, Self/4000, and Self/5000 devices.

The timing intent of this notice is to allow Customers a 1-year period to transition from Self/2000, Self/4000 and Self/5000 to the Self/2000 LE, Self/4000 LE, and Self/5000 LE.

The Self2000,Self/4000,Self/5000 are reaching End-Of-Life (EOL) milestones on the key dates listed in chapter 4 due to constraints on the certification side as well as availability of the Self Low Energy (LE) terminals developed as a replacement solution.

2_Affected products

All Self All-in-one references and accessories are affected and listed below:

Device	Versions	Description
PSQ30311954C	Self/2000 w/o camera -Cless only - Black - EVA plate	Self/2000 is a contactless only terminal without camera (QR/Barcode reader) - The EVA mounting plate is provided
PSQ30311438C	Self/2000 Camera -Cless only - Black - EVA plate	Self/2000 is a contactless only terminal with camera (QR/Barcode reader) - The EVA mounting plate is provided
PSR30311440D	Self/4000 - Camera - All in one - Black - EVA plate - Generic keyb layout	Self/4000 is an all-in-one (cless/EMV/MSR) terminal with camera (QR/Barcode reader) - The EVA mounting plate is provided
PSQ30311442C	Self/5000 - Camera - All in one - Black - EVA plate	Self/5000 is an all-in-one (cless/EMV/MSR) terminal with camera (QR/Barcode reader) - The EVA mounting plate is provided

Please note that all revisions within said part numbers are included in this notice. For example, PSQ30311954C includes PSQ30311954A, PSQ30311954B, etc. Additionally, all Self2000, Self4000, and Self/5000 references are being EOLed whether specifically listed or not.

3_Milestones Definition

Key milestones	Description
Initial EOL (End-of-Life) Announcement	The date the announcement of the EOL of a product is sent out to partners and customers.

EOL (End of Life) Date	The date the End of Life officially takes effect.
LBO (Last Buy Order) Date	The last date to order the device through Ingenico. This is the date by when it is imperative to receive the final orders.
LTS (Last Time Ship) Date	The last possible ship date that can be requested.
EoS (End of Support) Date	<p>The last date to receive support for the product. All partners and 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.</p> <p>Any extension of service agreements will be made on a “Best-efforts” basis based on existing stock or part. No new part will be procured after the EOS dates.</p>

4_Key Dates

<i>PRODUCT</i>	Initial EOL Announcement	EOL Effective Date	LBO Date (Last Buy Order)	LTS Date (Last Time Ship)	EOS Date (End of Support)
Self/2000 Self/4000 Self/5000	December 2nd, 2024	December 31 st , 2025	September 30 th , 2025	December 31 st , 2025	December 31 st , 2028

5_Rationale

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

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

In this specific case, the main driver for announcing the EOL is the constraint on certification side, namely the Restricted Renewal on EMV L1 Contact certifications, expiring in December 2025.

Ingenico NAR & North Cone are taking the action to EOL the Self all-in-one devices due to the Self LE all-in-one devices as a replacement solution being ready to be deployed.

6_Recommended Migration

Customers and business partners are encouraged to migrate to Self LE Devices. Self2000LE, Self4000LE, Self/5000LE – an evolution of the current Self offer with improved energy consumption and latest certifications (PCI PTS v6 and EMV 3.1 certified).

The Self LE all-in-one products have the same form factor as their predecessor product meaning all hardware integration into kiosks remains the same.



Suggested Reference Migrations are below:

Self Reference	Self LE Reference	Comments
Self/2000 w/o camera: PSQ30311954C	PSQ70313787A	Same form factor, same hardware integration, same cut out.
Self/2000 with Camera: PSQ30311438C	PSQ70313785A	Same form factor, same hardware integration, same cut out.
Self/4000: PSR30311440D	PSR70313789A	Same form factor, same hardware integration, same cut out.
Self/5000: PSQ30311442C	PSQ70313792A	Same form factor, same hardware integration, same cut out.

7_For more information

If you have questions about this notice or need assistance regarding the EOL of the Self/2000, Self/4000, and Self/5000 devices please contact your Ingenico Sales Executive.