



END-OF-SERVICE NOTICE FOR LUXE Feature Releases

December 9, 2022

Dear Valued Partner:

Supply chain disruptions have become a major challenge for our industry and Equinox is actively addressing these challenges by upgrading and replacing components for our LUXE Family of terminals, the 6200m and 8500i. By replacing these components, we have continued to provide newly manufactured products and continued repair services for our customers. However, some of the components replaced within our LUXE products require revised software and a newer software release. This change may have an impact on previously released LUXE software as it may not have the necessary software revisions to support the latest revised hardware. This notification provides information regarding the End-Of-Service (“EOS”) for LUXE software releases that do not include the revisions necessary to support newer LUXE terminals or LUXE terminals repaired with components that require newer software.

POTENTIAL IMPACT

LUXE terminals originally deployed using these software bundles will continue to operate as intended.

There is no need to replace or immediately upgrade the terminal software. The risk is that these identified LUXE software bundles will not operate correctly on newer LUXE terminals or LUXE terminals repaired with components that require newer software.

EFFECTIVE IMMEDIATELY

LUXE software (SW) bundles, listed on the following page, which include **Platform version 2.4.3-12 and below are identified and no longer supported**. As a standard practice we apply new functionality and features along with bug fixes within each ongoing software bundle release.

ACTION

We highly recommend that you and your customers review your deployed LUXE software and determine where action is required and create a plan with one or more of the following options:

1) **Continue using EOS LUXE software.**

A deployed LUXE solution will continue to operate using EOS software bundles. Verify that the customer does not receive newer LUXE hardware either through a new terminal deployment or by repair.

2) **Update LUXE software.**

Using newer LUXE software releases will ensure that your customers will be able to continue using existing and newer LUXE hardware. Verify that new LUXE terminals deployed are not using the identified EOS LUXE software bundle.

3) **Review Custom Part Number software bundles.**

Customers may have a specific part number that contains **Platform version 2.4.3-12 or below**. Equinox can assist with updating these software part numbers with a newer software version.



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Equinox understands the potential disruption this causes and we stand ready to answer any questions and help you with the transition to newer LUXE software. Please contact your Equinox Sales Representative directly or email Equinox Customer Support at ProductSupport@equinoxpayments.com.

Best Regards,

Rob Hayhow

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Software Bundle Part Numbers – End-of-Service

EOS PART #	DESCRIPTION
930320-900E	SW BUNDLE, LUXE 8500/6200 AUG 2020 Feature Release (Platform v.2.4.1-63)
930320-901E	SW BUNDLE, LUXE 8500/6200 OCT 2020 Feature Release (Platform v.2.4.2-4)
930320-902E	SW BUNDLE, LUXE 8500/6200 DEC 2020 Feature Release (Platform v.2.4.3-12)
930322-001E REV.A	SW BUNDLE, LUXE VOYAGER APPLICATION PROD (VOL-1.1.0-1 Platform v.2.4.1-6)
930322-001E REV.B	SW BUNDLE, LUXE VOYAGER APPLICATION PROD (VOL-1.1.0-2 Platform v.2.4.1-6)
930322-001E REV.C	SW BUNDLE, LUXE VOYAGER APPLICATION PROD (VOL-1.1.0-3 Platform v.2.4.1-6)
930322-001E REV.D	SW BUNDLE, LUXE VOYAGER APPLICATION PROD (VOL-1.2.0-24 Platform v.2.4.3-0)
930322-001E REV.E	SW BUNDLE, LUXE VOYAGER APPLICATION PROD (VOL-1.2.0-26 Platform v.2.4.3-11)
930322-001E REV.F	SW BUNDLE, LUXE VOYAGER APPLICATION PROD (VOL-1.2.0-26 Platform v.2.4.3-11)
930322-001E REV.G	SW BUNDLE, LUXE VOYAGER APPLICATION PROD (VOL-1.2.0-28 Platform v.2.4.3-12)