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NAR - End of Life Notification Lane/3000 (all references)



April 28th, 2023
Ingenico North America Region

1_Announcement

The purpose of this notice is to advise that Ingenico North America Region is announcing a withdrawal from marketing and sale of the Lane/3000. The reason for the EOL is the availability of the Lane/3600 as a successor product and the continuing supply chain challenges for components used in the Lane/3000.

This includes both Lane/3000 modular and non-modular references. All Lane/3000 references are impacted.

2_Affected products

Product impacted:

Product range	
Lane/3000	All Lane/3000 part numbers including modular and non modular references. Example: PRDxxxxxxxxx No Lane/3000 part numbers are excluded from this End Of Life Notification.

3_Milestone 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	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. 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.

4_Key dates

PRODUCT	Initial EOL Announcement	EOL Effective Date	LBO Date (Last Buy Order)	LTS Date (Last Time Ship)	EoS Date (End of Support)
All Lane/3000 part numbers	4/28/2023	5/31/2024	12/31/2023	05/31/2024	05/31/2027

5_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. The Lane/3000 is under EMV 3.0 restricted renewal certification until 2025.

Ingenico NAR is taking the action to EOL the Lane/3000 due to the Lane/3600, as a replacement product, being ready to be deployed and to counteract supply chain challenges with the Lane/3000 components.

6_Recommended Migration

Customers and business partners are encouraged to migrate from the Lane/3000 to the Lane/3600. Suggested reference migrations are below.

Lane/3000 Reference	Lane/3600 Reference	Comments
Lane/3000 Non-modular Standard PRD30311795T, Lane/3000 Modular Standard, PRD30310878B	Lane/3600 Non-Touch Standard, PRD70313081B	Both Lane/3000 non-modular & modular standard convert to Lane/3600 non-touch Standard
Lane/3000 Modular – POE, PRD30311164B	Lane/3600 Non-Touch Standard, PRD70313081B & POE Box Accessory, 296292579	External POE BOX is Required for Lane/3600
Lane/3000 Modular – Camera, PRD30311607A	Lane/3600 Non-Touch Standard with Camera, PRD70313079A	Lane/3600 camera is rear and downward facing

Lane/3000 Modular – WIFI/BT
PRD32611790B

(Suggested migration is to Lane/7000 Deluxe,
PRG32612957R)

Lane/3600 doesn't support
WIFI/BT

If your Lane/3000 reference isn't listed above please contact your Ingenico Sales executive for the Lane/3600 recommended reference to transition to.

7_ For More information

For more information, please contact your Ingenico Sales executive.