



www.pax.us



(904) 900-3741
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8775 Baypine Road
Jacksonville, Florida 32256



March 19, 2025

END OF LIFE NOTICE: PAX IM20

To our Valued Customers and Partners,

PAX Technology, Inc. is proud to provide the market with the most innovative and secure payment technology solutions available. As part of this focus, we must discontinue production and support of older products as necessary.

We have made the decision to officially announce the End-of-Life of our **IM20**.
This includes the following part number:

- **IM20-0BW-R65-14L0**
- **FINAL ORDER DATE:** **March 31, 2025** will be the last date by which we will be taking any further orders. Current orders have or will be fulfilled as inventory allows.
- **FINAL SHIP DATE:** All orders placed by **March 31, 2025** will be shipped on or before **September 30, 2025**.
- **END-OF-DEVELOPMENT DATE:** As of this notice, we will not be taking any new enhancement requests, and we will work on prioritization of current requests. The final software release date for the IM20 will be no later than **March 31, 2025**.

PAX will continue to issue bug fixes for critical issues for 6 months, or until **September 30, 2025**.

- **END-OF-SERVICE DATE:** On **September 30, 2025**, Service and Repair for the IM20 will be discontinued. We will endeavor to do repairs up until this date, as component availability permits.



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END OF LIFE NOTICE: PAX IM20

PAX offers a new and innovative alternative to the IM20 – the **IM30 PCI 6** Android™-based device. This robust, next-generation device is an all-in-one solution that meets today's most stringent PCI security standards. It is ideal for vending, self-service parking kiosks, ticketing, and more. Get additional information [here](#).

We encourage and recommend that all our valued partners and customers initiate plans to migrate your end-of-life products and applications to a new PAX product.

Please feel free to contact your local salesperson, or email ask@pax.us for additional information.

Thank you,

Matthew Halawa
Vice President, Marketing

Android™ Is a trademark of Google, LLC.

PAX Technology, Inc. is one of the largest electronic payment solution providers in the world, with 60 million terminals located in over 120 countries. As a leading global manufacturer of payment solutions, we are committed to delivering innovative, high-quality, and secure payment solutions to businesses, large and small, worldwide.