



# ENTRUST

**PRODUCT  
DISCONTINUATION  
ANNOUNCEMENT  
CD820 SERIES**

## Product Discontinuation Announcement

<b>To</b>	Sales and Distribution Channels
<b>From</b>	Instant ID Issuance Product Marketing
<b>Date</b>	April 30, 2021
<b>Subject</b>	<b>Discontinuation Notice CD820 series</b>

## Announcement

Effective February 28<sup>th</sup> 2022, the following printer model will no longer be available:

- CD820 Instant Issuance Card Printer\*

\*Not including CD820i configurations.

## Key Dates

- Last time buy orders will be received during the months of September, October, and November 2021
- Last time buy shipments will occur during the months of December, January, and February 2022
- End-of-Production – February 28<sup>th</sup>, 2022
- End of Support – February 28<sup>th</sup>, 2027

## Key Product Information

Entrust will continue to provide support for the Entrust CD820 printer series until February 28<sup>th</sup>, 2027. Specific support details are:

- Supplies availability and pricing
  - Entrust will continue to support the ongoing supplies needs for these equipment models through the end-of-life schedule period of February 28<sup>th</sup>, 2027 with reasonable efforts. We remain committed to offering Entrust supplies for quality system-matched reliability, superior performance and competitive “best value” in all our consumables. Entrust will appropriately notify sales distribution channels on any change in availability and pricing during this discontinuation process.
- Spare parts availability and pricing
  - Entrust will continue to support the ongoing spare parts needs for these equipment models through the end-of-life schedule period of February 28<sup>th</sup>, 2027 with reasonable efforts. Entrust will appropriately notify sales distribution channels on any change in availability and pricing during this discontinuation process.

- Warranty service for the Entrust CD820 printer series will continue to be 36 months for new and 90 days for refurbished systems.
- For non-contract customers, support services will be available at the standard service time and material rates.

Entrust will make a reasonable effort to provide support but reserves the right to change this based on availability and/or cost of spare parts and supplies. Entrust will notify sales distribution channels on any change in availability and pricing as appropriate. We remain committed to offering supplies for quality system-matched reliability, superior performance and competitive “best value” in all our consumables.

## Key Replacement Product Options

Sigma: The next generation of instant card issuance.

Entrust Sigma DS4 Financial Card Printers are specifically designed for today's cloud environments and give you the ability to easily issue the most secure financial cards in the world.

- Simple: From unboxing to issuing cards to managing your printer, the Sigma printer is the most user-friendly card issuance solution in the world.
- Secure: With industry-leading issuance security architecture, including Secure Boot and Trusted Platform Module technology, the Sigma printer keeps your cards and your customers' data safe and secure through each step of the issuance process.
- Smart: Forward-thinking technology and scalability allow you to expand your card issuance program as your needs evolve and Sigma's modular design ensures that no matter how your card portfolio changes Sigma can meet your needs.