

## Product Change Notice (PCN)

**PCN Number:** 26-00147-W

**Date:** 7/3/2025

**Subject:** Command Console EDT 19" and 17" and Accessory Kits

**Model(s) Affected:**

19" CMC	17" CMC	CMC Accessory Kits
0302959-200	CMC17AR-K2MC-509	ZKT-CMC-001
CMC19AR-S2MC-507		ZKT-CMC-002
CMC19EM-S2MC-508		ZKT-CMC-003
		ZKT-CMC-004
		ZKT-CMC-005
		ZKT-CMC-006
		ZKT-CMC-007
		ZKT-CMC-008
		ZKT-CMC-009

**Component Affected:** ZMicro Gen3 Controller & Product Line Discontinuance

Dear Valued Customer,

This notice serves to inform you that the ZMicro Gen3 Controller is being discontinued due to component obsolescence and will no longer be available for future production. As a result, any Command Console EDT 19" and 17" models incorporating the Gen3 Controller will also face obsolescence. Initial recommendations include:

Consult with sales director for alternate display products based on our next gen ZMicro Kheiron based video controller.

We recommend you consider one of the following actions:

### Recommended Actions

#### 1. Do Nothing

- If no action is taken, any Command Consoles \*(CMC) models currently incorporating the Gen3 Controller will also be rendered obsolete after **12/31/2025**. Future upgrades or support may not be available for these models.

#### 2. Initiate a Last-Time Buy

- If you wish to continue building Command Console EDT 19" and 17" with the Gen3 we encourage you to initiate a last-time buy while supplies last. Please contact your sales representative as soon as possible to secure remaining inventory.

#### 3. Upgrade to a Suggested Replacement

- To ensure continued compatibility and access to advanced features, we recommend consulting with your ZMicro sales director to incorporate ZMicro's Kheiron based video controller into your systems. Our engineering team can support customers in testing these alternatives to ensure minimal disruption.

## Next Steps

Please contact your account representative or our sales department to discuss your preferred course of action.

Thank you for your attention to this matter. We are committed to supporting your business needs and ensuring a smooth transition.

## Key Dates

- **End of Life: 9/9/2025**  
\* End of Life only applies to model(s) affected above that are not actively transitioned to suggested alternatives.
- **Last Time Buy: 12/31/2025**

## Warranty Statement

ZMicro will fulfill warranty replacement requests in accordance with existing coverage, contingent on inventory availability. Last time buy orders resulting from this notification include their standard warranty, contingent on inventory availability.

In instances where unforeseen circumstances hinder our ability to follow the standard notification or service process, warranty claims will be processed on a first-come, first-served basis. ZMicro remains dedicated to delivering consistent and fair service throughout the warranty lifecycle.

If a direct replacement is not available, a functionally equivalent item may be substituted, or a prorated credit may be issued at ZMicro's discretion.