

End of Support Warning for the G-Series product range

Priority	For information only
Urgency	Local decision
Technology	Thermal Ink Jet
Product	G-Series i-Tech
Model	G20i, G120i, G220i, G320i, G-Series OEM
Affected Range	All
Affected Region	Global
Reference Bulletin	CBNG023, 047, 055, 057, 058, DPS-CBN-170

Summary

This is an End of Support (EOS) notification for the entire G-Series product range. Spares support will formally end on 31st March 2027 for the G20i, G120i, G220i, G320i and the G-Series OEM Controller.

Overview

The G120i, G220i, G320i and G-Series OEM Controller were all launched in January 2009 and withdrawn (End of life) in June 2021, except for the OEM controller which was withdrawn in September 2021.

The G20i was launched in July 2017 and withdrawn (End of life) in March 2024.

These products will no longer be supported after 31st March 2027.

The table below shows the remaining spares and accessories with stock on hand.

Stock is only available on a first come first served basis and once all stock has been consumed the parts will become discontinued.

Please note- we have 5 x GAH1007 (G SERIES CONTROLLER, i-Tech, US & CANADA) in stock, these are new controllers which can be configured upon request and the mains lead can simply be replaced by local specific mains lead to operate in your region.

Part Number	Description	Part Status	Qty Remaining
GAS1416	IEC-INLET FOR GX30I CONTROLLER	Withdrawn	19
GAS1415	POWER SUPPLY FOR GX30I CONTROLLER	Withdrawn	1
GAS1405	DISPLAY FOR G-SERIES CONTROLLER	Withdrawn	5
GAS1402	FLASH CARD READER FOR G-SERIES CONTROLLER	Withdrawn	9
GAS1401	POWER SUPPLY FOR G-SERIES CONTROLLER	Withdrawn	17
GAH4006	PRINthead CABLE 10 METER - RIGHT ANGLE	Withdrawn	22
GAH1007	G SERIES CONTROLLER, i-Tech, US & CANADA	Withdrawn	5
GAA1020	ENCODER KIT, 25M	Withdrawn	14
GAA1019	ENCODER KIT 10 METERS (200MM CIRCUMFERENCE WHEEL)	Withdrawn	10
GAA1018	HEAD PLATE PHOTOCCELL (25 METER CABLE)	Withdrawn	3
GAA1013	MEMORY CARD - CF512MB	Withdrawn	6
EPT038389	LANE INTERFACE MODULE ASSEMBLY (TIJ) 4 CHANNEL SERIAL	Withdrawn	11
EPT036582	MOBA EGG PACK PRINTING TRAVERSER UNIT (TIJ)	Withdrawn	3
EPT014654	FLOATING HEAD, G-SERIES KIT	Withdrawn	30
EPT092868SP	G20i PRINTER ONLY SPARE	Withdrawn	85
EPT092867SP	G20i PSU SPARE	Withdrawn	85

Sales support

Customers are strongly recommended to upgrade their existing equipment to the latest range of Gx-Series technology printers as soon as possible.

Please contact your local sales channel for further assistance.

Contact

For any other questions relating to this CBN please contact-

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