

End of Service Life (EOSL) Notification ST9700 Series

June 1, 2025

Dear Valued Customer,

This letter is to inform you that the ST9700 Series printers have officially reached their end-of-service-life (EOSL). The primary reasons for this decision are the age of the machines and the increasing scarcity of replacement parts, which makes it challenging to guarantee reliable repairs and continued support.

We understand that this news may impact your operations, and we want to ensure a smooth transition for you. Please be assured that your current maintenance contracts will run their full term and will not be cut short. The last opportunity to renew your maintenance agreement for your ST9700 Series printer will be your 2025 renewal. After your 2025 renewal period concludes, maintenance agreements for the ST9700 series will no longer be available.

We encourage you to begin planning for the replacement of your ST9700 Series printers. Our team is ready to assist you in exploring our latest printer models, which offer enhanced features, improved performance, and continued support. We're confident we have solutions that will meet your ongoing business needs.

Please contact your account representative at 1-800-922-85 or sales@sourcetek.com to discuss your options and learn more about our current product offerings. We are committed to helping you find the best solution for your business.

Sincerely,

Source Technologies