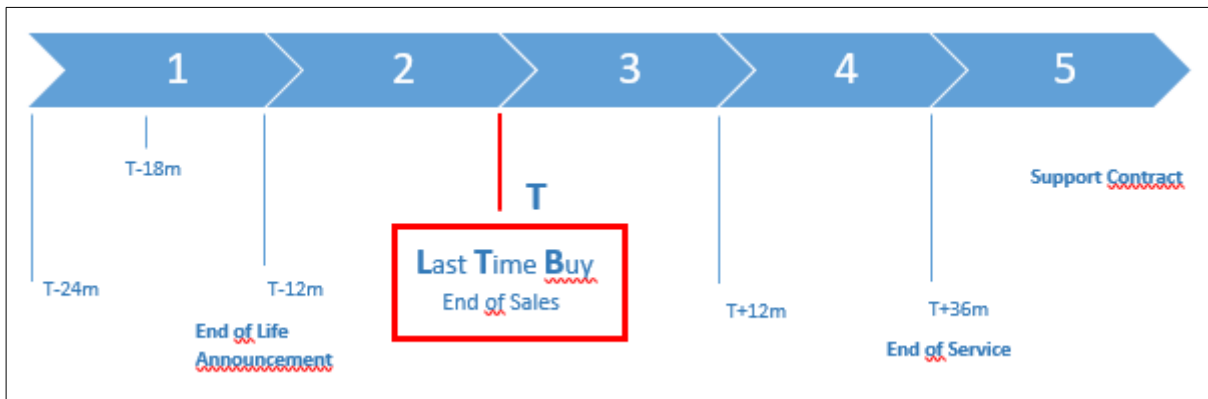


## Work Microwave End-of-Life Policy and Procedure

WORK Microwave acknowledges its responsibility to provide the maximum possible support for its products throughout their lifetime. Nevertheless, every product has a certain end to its economic viability and is withdrawn from the market at a defined point in time.



### Phase 1

Between T-24 and T-18, the concerned product will not be recommended any further.

### Phase 2

From T-12 onwards, customers will be informed that the concerned product has been discontinued and that last order possibilities exist until the defined time.

At point of LTB (Last Time Buy), no more orders will be accepted. From T-0, WM will define whether a safety stock for repair or special issues might be required or not.

### Phase 3

From T-0 onwards, the product concerned will continuously be supported in all hardware and software aspects. At T+12, (software) bug fixing is stopped.

### Phase 4

From T+12 onwards, only hardware support will be maintained to support repairs and special solutions. At T+36, all support for the product is terminated. Customers will be informed about replacement management.

### Phase 5

Support can be extended after End of Service, based on mutual agreement (support contract). Please contact sales team.

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Datum: 2021.03.31	Datum: 2021.04.01	