

Product lifecycle management.

A change opens up new opportunities for you.



Our products are manufactured to provide reliability and consistently high quality for many years. However, since we always aim to offer you the best possible product for your tasks, this means that product ranges which have been available for a significant period of time need to be replaced by next generation products.

The process of discontinuing products is an important part of product lifecycle management, which helps secure the high standard of service and support customers have come to expect from Lenze. Training, service support and product support are all available in the familiar and comprehensive scope throughout the entire process of discontinuation. Product discontinuations are clearly structured in just a few phases. Clear rules and up-to-date information on the product status are in place at all times, and allow us to keep customers actively informed.

Details on the procedures for hardware (electronics, mechanicals and electromechanics) and software products (engineering tools) can be found on the following pages. The two procedures differ slightly, with the discontinuation of engineering tools being based on the electronics products in question.

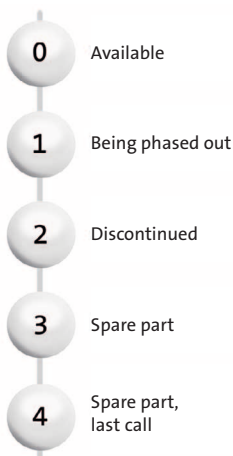
Timescale of the individual product ranges

Processes involved with product discontinuation	1	2	3	4
Electronics products	typically 1 year	max. 7 years typically 2 years	max. 2 years	typically 1 year
Mechanical/ electromechanical products*	typically 1 year	max. 3 years typically 2 years	max. 2 years	typically 1 year
Engineering tools	The length of the phases is based on the phases of the electronics products in question			

* In the case of mechanical and electromechanical products, the status of standardisation means that successor products can usually be used to directly replace

the current devices. For this reason, there is no need for an extended phase of individual marketing for these products.

Five steps to a new product.



0 Product is available

The products are produced in series and are available off-the-shelf with the same, familiar delivery time. Electronics products are generally available for a period of around five to ten years, while mechanical/electromechanical products are typically available for around ten to twenty years. However, work on new developments often gets underway in parallel to series production of existing products. Once the new product is available, the old product then becomes a "previous product". When planning new systems, we always recommend that you use the new development.

1 Product being discontinued

All customers of an affected product are informed in writing of the pending discontinuation one year prior to the end of manufacturing. All orders of the discontinued product then contain a note in the order papers, highlighting the fact the product in question is to be discontinued. This early notification gives all users the opportunity and sufficient time to switch over to the new product without time pressure. Customers also have the opportunity to order a specific quantity of the product in question over an agreed time period. The full range of service and support will remain available throughout this phase.

3 Product is a spare part

The product is no longer individually manufactured. However, all Lenze customers continue to enjoy full-scope spare parts provision for up to further two years. Support remains in place for the discontinued product and for the changeover process to the successor product throughout this time.

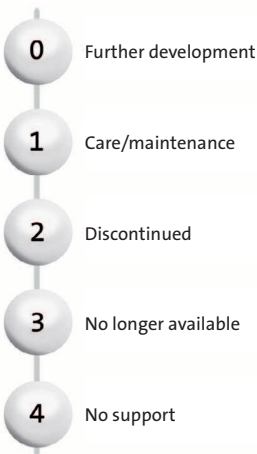
2 Product has been discontinued

All customers who have signed a corresponding supply agreement with Lenze continue to be supplied the products in the familiar and agreed form. In this phase, Lenze continues to provide full spare parts provision and the full service and support scope for products which remain in active use in existing machines and systems. Lenze also provides support for the changeover process to the successor product in existing machines or systems.

4 Product is a spare part (last call)

All customers who have purchased the discontinued product in the form of spare parts are informed that Lenze will be ceasing to provide spare parts for this product. At the same time, customers will be given a final opportunity to place a one-off order within the next 6 to 12 months for spare parts they may wish to keep in stock.

Engineering tools, keeping up-to-date with the latest information.



0 Further development

The product is the latest software version for this application. Regular functional extensions and correction of faults, as well as extensive trainings and sessions help ensure optimum use.

1 Care/maintenance

In this phase, no further functional extensions are incorporated into the software. However, training sessions, processes for elimination of errors and any adjustments necessary to cater to new operating systems will, of course, still be performed.

2 Discontinued

The software is only available in its present form. No further changes, revisions or processes to eliminate errors will be performed. Training, orders and downloads are, however, all still available.

3 No longer available

The software can no longer be ordered or downloaded. No further training sessions are offered. The only support service now available is telephone support.

4 No support

Support has ceased.