

April 3, 1998

SUBJECT: Product Support for 43027 Controls

The Woodward Governor Company has for years provided support for its products. Woodward began producing controls in 1870. Many of the controls produced in the late 1800's and early 1900's are still in use today. It is our intention to continue support of these products as long as it is feasible to do so.

Through a process called product rationalization, Woodward evaluates all its products. Those we currently manufacture and sell new as well as those we only offer support. The goal of this process is to streamline our present product offering and fully evaluate the most feasible support option for existing units in the field. Unfortunately, what we find in some cases is continued support of certain products is no longer possible or economically feasible. This can be a result of purchased parts no longer being available, lack of special tooling, machines, technical expertise or simply because today's processes make the parts uneconomical to produce. In all cases, however, Woodward will make an alternative option available to existing users. This might be as simple as an upgraded component of a system or as complex as a complete control upgrade.

Through this process we have determined that it is becoming increasingly difficult to provide support for the Woodward 43027 Analog control systems. Woodward will no longer offer new 43027 modules or systems. Woodward will continue to offer repair services for existing 43027 modules and systems for as long as parts are available. Should a module be beyond repair, the only option available will be to upgrade the 43027 electronics to a more modern control system. Please contact your service provider to determine what options are available. Woodward will commit to the following 43027 product family support plan:

January 1, 1990 - 1996:

- Unlimited Spare Modules
- Unlimited Repairs
- Replacement Exchange with Service Stock

January 1, 1996 - 2001:

- Limited Spare Modules
- Repairs based on parts availability
- Replacement Exchange with Service Stock

January 1, 2001 - 2016:

- Replacement product utilizing same algorithms and logic where applicable (through OEMs)
- Availability of design drawings such that customer can produce the part themselves (with signed "Proprietary Drawing and Assumption of Liability and Release Agreement")

Parts obsolescence from electronic manufacturers can present a challenge to post-life support plans. Woodward strives to hold inventory, or look for alternative parts when components are obsoleted. However, there are times when components can simply not be obtained and where sufficient last-time buys cannot be made. In these cases, Woodward cannot always guarantee that we can maintain the rationalization support plan.

Regards,  
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