

December 16, 2019

SUBJECT: Support for the Woodward Flex500 Control

The Flex500 is a GAP – programmable version of the platform used for the Woodward 505 and Vertex controls. The Flex500 is available with and without an on-board HMI and can be used for controlling Gas, Steam and Hydro turbines as well as Compressors. The Flex500 was first released for sale in 2017, with dual-redundant capability added in 2020. The current Flex500 platform is expected to remain in regular production until at least 2030. Following Woodward's standard support plan:

2030:

- New platform released
- Existing Flex500 becomes Non-Preferred for new installations
- Continued availability of Flex500 for spares
- Continued availability of repairs on Flex500

2035:

- End of spares production, Flex500 becomes Inactive
- Exchange Service Stock on an as-available basis
- Continued availability of repairs on Flex500

2040:

- End of repairs on Flex500
- Exchange Service Stock on an as-available basis

Electronic parts obsolescence presents a challenge to post-life support plans. Woodward makes design updates, performs life time buys, holds inventory and utilizes alternative parts to maintain our long term support plan. Despite these efforts, there are times when component obsolescence makes it impossible to continue support. For this reason, Woodward cannot guarantee the dates indicated above.

Regards,



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