

August 2, 2017

SUBJECT: Product Support for the ProTech203 Product Line

Woodward introduced the ProTech203 product line in 1994. Because of the market needs and issues with electronic component obsolescence, in 2010 Woodward released a new version of this product line referred to as the ProTech-GII. The ProTech GII is designed to directly replace the ProTech203. Although there are small changes to the wiring and enclosure design, the unit's mounting hole and wiring locations are exactly the same making it easy to transition from the ProTech203 to the GII version.

Post production support is an important part of Woodward's Tier-one service plan. Woodward has developed the following product support plan for the ProTech203:

June 30, 2010:

- ProTech-GII released
- Begin migrating all new ProTech203 orders to ProTech-GII

July 1, 2011:

- Unlimited spare ProTech203 units and spare modules available
- Unlimited ProTech203 repairs available
- ProTech203 replacement exchange with available service stock units

July 1, 2016:

- ProTech203 production ends for spare units and modules
- ProTech203 repairs based on parts availability
- ProTech203 replacement exchange with available service stock units

July 1, 2021 - 2031:

- ProTech203 repairs based on parts availability
- ProTech203 replacement exchange with available service stock units

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 obsolete. 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 guarantee that we can maintain the rationalization support plan.

Regards,



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