

November 23, 2020

SUBJECT: Product Support plan for QuickTrip Product Line

The QuickTrip Trip Block Assembly is a key component of Woodward's overall turbine safety system offerings. With the current market popularity of this product line and related installed base globally this product line is extremely important to Woodward. Woodward plans to continue to invest its safety market focused product lines for the foreseeable future including the QuickTrip to ensure its market success and longevity. With this continued investment Woodward commits to extend the production life of this product line and its related modules to year 2035 as a minimum and possibly beyond.

As with all products, there will come the time when Woodward will need to discontinue production. Recognizing that customer's use these critical safety devices in critical equipment packages with extended lifetimes, Woodward has implemented post-life support plans to support our customers for the life of their equipment. When the time comes to rationalize the QuickTrip product line Woodward will follow its standard rationalization plan as we have for our other electrical product line. The typical notification prior to product rationalization is one year. At product rationalization, the below support plan will be followed:

Years 0-2 after production = Full Repairs, Unlimited Spare units
Years 2-5 after production = Full Repairs, Limited Spare units
Years 5-10 after production = Repairs based on parts availability
Years 10-20 after production = Replacement/Exchange with Service Stock (no repairs)

Parts obsolescence from electronic manufacturers can present a challenge to post-life support plans. When Woodward learns of component obsolescence, effort is made to ensure we meet our product support plan. When possible, Woodward makes last time component buys or sometimes redesigns the affected product to ensure our customer commitments.

Sincerely,



Rich Kamphaus

Global Sales Director
Steam Turbine and Compressor Markets
Woodward Inc.
Work Phone: 970-498-3388, Cell: 970-215-3733
E-mail: rkamph@woodward.com