

January 22, 2013

SUBJECT: Product Support for TM25LP & TM200LP product lines

The TM25LP and TM200LP product lines are very important product lines to Woodward and continue to sell in high volumes to major steam turbine OEMs. Due to the success of these product lines, and customer product improvement requests we are planning on continuing to support and improve these product lines for many years to come.

As with all products, there will come the time when Woodward will need to discontinue production. Recognizing that customers use these actuators 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 TM25LP & TM200LP product lines Woodward will follow its standard rationalization plan as we have for our other mechanical product lines. The typical notification prior to product rationalization is one year. At product rationalization, the below support plan will be followed:

1 Year before rationalization = Customer notification of last time buy  
Years 0-5 after production = Full Repairs, Unlimited spare units  
Years 5-10 after production = Repairs based on parts availability  
Years 10-20 after production = Replacement/Exchange with Service Stock, Repairs based on parts availability

Parts obsolescence from 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.

Regards,



Rich Kamphaus  
Steam Turbine & Safety Market Manager  
Woodward - (rich.kamphaus@woodward.com)

