

PRODUCT LIFE CYCLE CHANGE NOTIFICATION

Hardness testing units are transitioning to Product Life Cycle Phase 5 on March 31st, 2023

UPDATE:

Our Partner FOERSTER will continue to support several products of our phased-out Hardness Testers.

(Details on page 3)



The Waygate Technologies Product Life Cycle Management Program is intended to help you proactively plan the ongoing operation and maintenance of hardness testing units by providing information on the availability of parts and support. Notices such as this are issued at life cycle milestones to inform you of changes and to provide recommendations on how to move forward.

Contents	Page
Status Details	2
Affected Parts List	2
Product Support	2
Recommendations	2
Life Cycle Phase Overview	3



Status Details

Since their introduction many years ago, our hardness testers have proven to be highly reliable solutions for hardness testing in a wide range of applications. However, as technology has advanced, it has become increasingly difficult to find suppliers who manufacture the components that we can rely on.

With this message we would like to inform you that after decades of service, all hardness testers (including hardness accessories) will enter life cycle phase 5 on March 31st, 2023. We are forced to take this step due to lack of availability of critical components. We will not be offering any successor products in the field of hardness testing due to our strategic reorientation.

Phase 5 in our lifecycle program means that these products will be phased out including all spare parts deliveries and services such as repairs, re-certification, and technical support.

Affected Products

- **MIC** incl. all variants and accessories
- **TIV** incl. all variants and accessories
- **HARDCHECKER** incl. all variants and accessories
- **DYNAPOCKET** incl. all variants and accessories
- **DYNAMIC** incl. all variants and accessories
- **CDR** incl. all variants and accessories

LCN Number: TIL1-2212370.2

Date: December 2022 (initial TIL)

March 2023 (update)



Recommendations

Waygate Technologies recommends that all our customers using the above hardness testers shall review their need for service (repair, re-calibration and certification, or spare parts) and place their final orders with Waygate Technologies before the end of March 2023.

Furthermore, we would like to inform you that after that date, our business partner **FOERSTER** will be able to help with solutions on Hardness Tester products, including the service on a majority of our Waygate Technologies' (formerly GE Inspection Technologies) Hardness Tester products.

We recommend reaching out to them and benefit from their expertise in Hardness Tester service and product offerings:

Institut Dr. Foerster GmbH & Co. KG

Service

Address: In Laisen 70, 72766 Reutlingen, Germany

Phone: +49 7121 140 222

Email: service.de@foerstergroup.com

Website: <https://hubs.la/Q0ID4m-g0>



Life Cycle Program Phase Overview

Waygate Technologies utilizes a life cycle management program consisting of five basic phases:

- **Phase 1: Product Release**

Hardware is released for sale with full support including ongoing enhancements, custom modifications, new spare parts, and full repair capabilities.

- **Phase 2: Mature Product**

Same as Phase 1 except that no new enhancements are planned. Custom modifications are still available but discouraged. A notification of last time to buy new systems is typically issued several months¹ before transitioning to Phase 3.

- **Phase 3: Spares Only**

Product is no longer available for new installations and no new custom modifications are available. New spare parts (including those for existing custom modifications) are still available, and repair and support are provided as in Phases 1 and 2. A notification of last time to buy spare parts is typically issued several months¹ before transitioning to Phase 4.

- **Phase 4: No Spares, Limited Support**

New spare parts are no longer available, and support is limited to repair, exchange, or remanufacture (subject to component availability). Notice of last date to repair is typically issued several months¹ before transitioning to Phase 5.

- **Phase 5: Obsolete**

The product has no or limited support² and is not recommended for continued use in a machinery protection application. Customers are advised to migrate to an appropriate replacement product with the assistance of a Baker Hughes technical specialist.

Notes

1. While reasonable efforts are made to provide timely notices, Waygate Technologies cannot guarantee minimum timeframes for advance notification.
2. Continued support availability in this Phase is subject to change without notice