

August 23, 2010

SUBJECT: Product Support for the ProTech203 Product Line

Woodward introduced its ProTech203 product line in 1994. Because of the market demand for improvements to this product line, Woodward has created a new updated version of this product line, referenced as the ProTech-GII product line. The ProTech-GII product line was officially released June 30, 2010, and is designed to directly replace the older ProTech203 product line. Due to the many product improvements and enhancements, we recommend that current ProTech203 users migrate to the newer and improved ProTechGII product line when possible. Although there are small changes to the unit wiring and enclosure, because the unit mounting hole locations/size is exactly the same, it is believed that the transition to this new product will be easy.

As post production support is an important part of Woodward's Tier-one service plan and to the ProTech203 owners/users, Woodward has developed the following the product support plan to ensure years of product operation and factory support:

June 30, 2010:

- ProTech-GII is released

July 1, 2010 – July 1, 2011:

- Migrate all new ProTech203 orders to ProTechGII

July 1, 2011 - 2016:

- New ProTech203 production stopped
- Unlimited ProTech203 spare modules are available
- Unlimited ProTech203 repairs are available
- ProTech203 replacement exchange with available service stock units
- ProTech-GII replacement product is available

July 1, 2016 - 2021:

- Limited ProTech203 spare modules are available based on parts availability
- Unlimited ProTech203 repairs are available
- ProTech203 replacement exchange with available service stock units
- ProTech-GII replacement product is available

July 1, 2021 - 2031:

- ProTech203 repairs are available based on parts availability
- ProTech203 replacement exchange with available service stock units
- ProTech-GII replacement product is available

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 always guarantee that we can maintain the rationalization support plan.

Regards,



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