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TREALITY Simulation Visual Systems

Product Life Cycle Policy

Approval sheet

Approvals	Signature	Date
Service Management <i>Glenn De Vos</i>		January 18th, 2016
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Revision sheet

Ver.	Name	Date	Reason for revision
V1.0	GLD	January 18th, 2016	Adaptation for Esterline Simulation Visual Systems
V1.1	GLD	July 26 th , 2019	Adaptation for TREALITY Simulation Visual Systems

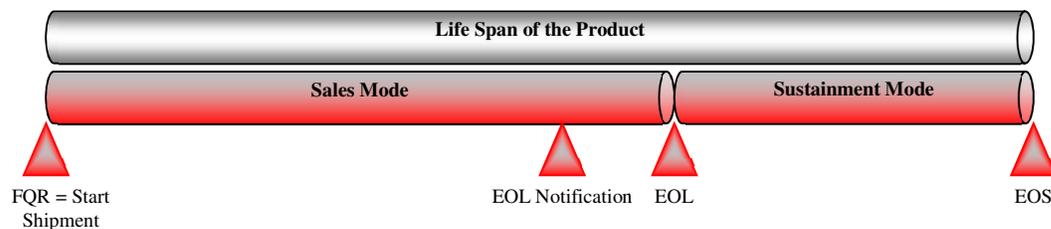
1. SCOPE

This document describes TREALITY Simulation Visual Systems' policy related to the discontinuance of products and summarizes the type of services available to customers during each phase of the product life cycle. This policy applies specifically to the products supplied by TREALITY Simulation Visual Systems into the Training & Simulation market. For Warranty Terms and Conditions we refer to the TREALITY Simulation Visual System's Training & Simulation Warranty Policy.

2. INTRODUCTION

TREALITY Simulation Visual Systems (SVS) designs and develops visualization products and solutions for a variety of applications. To meet the changing needs of an evolving market, TREALITY SVS will review the products and solutions portfolio on a regular basis.

As a product evolves through its life cycle from Formal Qualification Review (FQR) to End of Service (EOS), the product support will transition from Sales Mode over to Sustainment Mode. The picture below illustrates the different phases of a product's life cycle and associated milestones.



3. DEFINITION OF TERMS

3.1 Sales Mode

The Sales Mode begins when the product is released for commercial sales and continues until the product is declared End of Life. During the Sales Mode, the product is commercially promoted, actively produced, and available to customers. During the Sales Mode, the product may continuously be enhanced with new features or functionality.

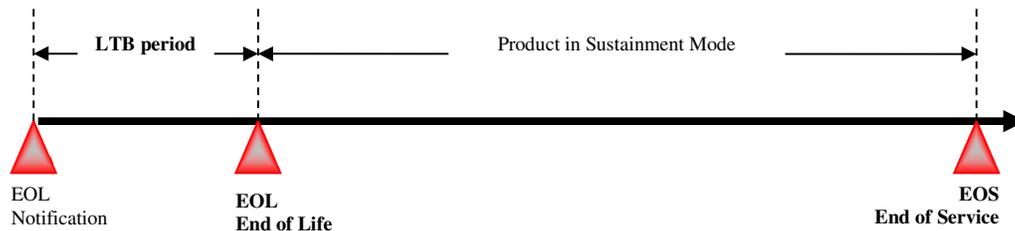
3.2 End of Life (EOL)

When a product is to become superseded by newer versions or by alternative products, TREALITY SVS product management will announce an End Of Life (EOL). This EOL communication may specify specific lead times and may also specify maximum available quantities. The TREALITY Sales team will lead on communication of this EOL towards the customers and will do best effort to reach all to which this is deemed relevant. Where Customers have certain expectations or liabilities related to the product Life Cycle Status, it is strongly advised to check on a regular basis with TREALITY Sales or Service.

An EOL message will typically contain following information:

1. The formal EOL date on which commercial sales will end and the product will be removed from published price lists.

2. The period of Last Time Buy (LTB) during which customers can make final purchases of the product.
3. The maximum period until when products can be shipped
4. The period of continued, best effort based, service and support for the product and the date at which End of Service (EOS) will occur. This period is called the Sustainment Mode.



3.3 Last Time Buy (LTB)

To allow customers sufficient time to take decisions on final quantities to be purchased from TREALITY, an EOL notification will typically occur four to six (4-6) months in advance of the official End Of Life date.

3.4 End of Service (EOS)

The End Of Service date is determined at EOL and indicates after which date TREALITY Simulation Visual Systems no longer foresees to provide ad hoc services and support on the product. The EOS date will typically be set five or seven (5 or 7) years after EOL but will always be clearly mentioned in the End Of Life notification of the product.

3.5 Sustainment Mode

During the period between the EOL date and the EOS date, the product is in Sustainment Mode. During this period, the product will typically not be further enhanced with new features or functionality however soft- or firmware updates may be released.

4. Support Modes

4.1 during Sales Mode

Although support may vary per product type or by market and region, typical product support during the Sales Mode includes the following:

- Remote technical support via the Helpdesk
- Software updates
- Hardware repair in TREALITY Simulation Visual System repair facilities
- Provision of spare parts and consumables
- On-site support (optional)
- Support and maintenance contracts (optional)



4.2 during Sustainment Mode

During the Sustainment Mode period, the same level of services will be available as during the Sales Mode however they are not guaranteed beyond the product warranty. Upon declaring a product EOL, TREALITY Simulation Visual System will determine inventory levels for spare parts and consumables to span the Sustainment Mode period. These inventory levels are determined in function of the number of products fielded in combination with historical usage data of spare parts and consumables. Seen the statistical possibility that the Sustainment inventory may become depleted despite best effort estimations, TREALITY Simulation Visual Systems does not guarantee that a spare part or consumable will be available beyond the product warranty. Customers with expectations or liabilities which involve a guaranteed need for long term or guaranteed support are advised to contact TREALITY SVS Sales or Service.

4.3 beyond EOS

In case services are still possible beyond EOS, TREALITY will continue to provide. Customers with expectations or liabilities which involve a guaranteed need for long term or guaranteed support are advised to contact TREALITY SVS Sales or Service.

5. Product Life cycle notifications

The TREALITY Sales team will lead on communication of this EOL towards the customers and will do best effort to reach all to which this is deemed relevant. Where Customers have certain expectations or liabilities related to the product Life Cycle Status, it is strongly advised to check on a regular basis with TREALITY Sales or Service. TREALITY does not guarantee that Customers without an (optional) obsolescence management support contract will always be informed.

6. Obsolescence management offerings

As an optional service, TREALITY Simulation Visual Systems can manage and provide periodical obsolescence status reports for specific product platforms or system configurations. Such reports provide a clear and detailed view on the serviceability and support horizon for the product and can provide guidance as to Last Time Buy decisions for spare parts and consumables. Please contact TREALITY Simulation Visual System's support or sales organization for more information.