

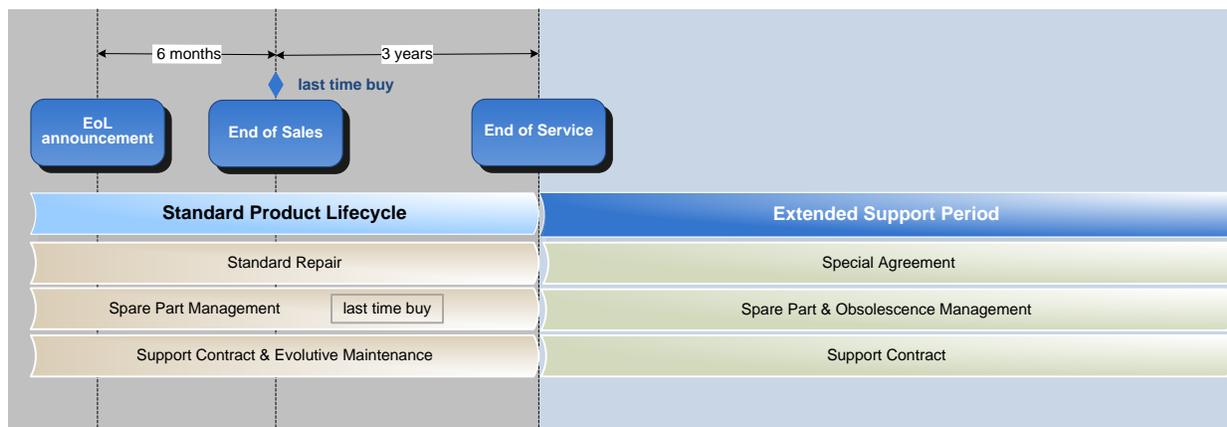
## Newtec Product End-of-Life Policy & Procedure

### ① Newtec maintenance and support during Product Lifecycle before End-of-Sale

Newtec is committed to provide standard support and maintenance services during the lifecycle of its products, provided that the product is covered by a maintenance agreement. A product must be covered by a service contract before the End-of-Sale date to be eligible for renewal. At Newtec's discretion, a support contract can be started after the End-of-Sale date. Alternatively, individual upgrade or repair orders are accepted during the standard product lifecycle.

### ② Newtec maintenance and support during Product Lifecycle after End-of-Sale

For various reasons, products will eventually reach their natural end of life since new and better technologies are available, markets have evolved, or source parts and technologies are no longer available. Newtec's goal is to make this transition as seamless as possible to customers and partners and to provide as much visibility as possible into what can be expected. The following End of Life policy applies.



Once the End-of-Life announcement has been issued for a product, Newtec guarantees that the product is available for 6 months through regular sales channels. As from the End-of-Sale, the product is no longer available for purchase. After the End-of-Sale, standard support will be continued:

- Newtec will provide technical assistance until the End-of-Service date has been reached (typically 3 years after End of Sale), provided a valid service contract (e.g. Care Pack or Care Plan) is maintained on the product.
- Hardware repair or replacement parts will be available until the End-of-Service date has been reached (typically 3 years after End of Sale), provided a valid service contract (e.g. Care Pack or Care Plan) is maintained on the product. Newtec may propose replacement with alternative products with equivalent functionality.
- For software releases, no new features or improvements are provided in the form of software releases. The last major Software Release will continue to be supported for 12 months. Software support may include technical support, bug fixes, minor maintenance releases, workarounds, and patches for critical bugs provided a valid service contract (e.g. Care Pack or Care Plan) is maintained on the product.

### ③ Newtec maintenance and support for retired products (Extended Support Period)

Newtec can extend maintenance and support coverage after the End of Service date, provided a number of measures is jointly taken with the customer at least 6 months before End-of-Service date:

- Newtec and Customer will perform an analysis in order to assess possible risks and to identify the necessary measures to be applied (e.g. upgrade to the last major Software Release, preventive replacement of hardware parts or others, evolutive maintenance).
- A spare part program is started, which may include Last-Time-Buy procurement of a spare part set, in adequate quantities for the envisaged extended support period.
- A support contract for the envisaged period is established prior to End-of-Support.
- Regular meeting for Spare part and Obsolescence Management are scheduled at regular intervals throughout the Extended Support Period