

Product Discontinuance Policy

TEWS Technologies GmbH is committed to the long-term production and supply of its embedded I/O products for its OEM and government-project customers. Our goal is to continue production as long as the required components are commercially available.

In the event of key component obsolescence, TEWS Technologies works with its customer base to evaluate possible component replacements. After reviewing possible new components and ongoing customer requirements, TEWS Technologies decides if it is feasible to redesign the product using new components to provide a compatible new version. All affected customers are informed of such redesign decisions.

In the event that TEWS Technologies determines that it is impossible to manufacture a compatible redesign, TEWS Technologies will give advance notice for a Last-Time-Buy as early as possible. Provided that the component vendor provides sufficient advance notice, TEWS Technologies notifies at least 6 months in advance for placing Last-Time-Buy orders. Should the component vendors provide less than six months' notice, TEWS Technologies gives immediate notification of product discontinuance.

Last-Time-Buy orders must be placed on a non-cancelable purchase order with fixed deliveries scheduled for a maximum of 12 months.

TEWS Technologies looks forward to supporting its customers' long-term supply needs.

If you have any questions regarding our Product Discontinuance Policy, please contact our office at +49 (0) 4101-4058-0.

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