

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 review of both the possible new components and on-going customer requirements, TEWS TECHNOLOGIES decides if it is feasible to redesign the product using new components to provide a compatible new version. All effected customers are informed of such redesign decisions.

In the event that TEWS TECHNOLOGIES determines that it is not possible to manufacture a compatible redesign, TEWS TECHNOLOGIES gives an 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 the placement of last time buy orders. Should the component vendors provide less than six month 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 the long-term supply needs of its customers. If you have any questions regarding our Product Discontinuance Policy, please contact our office at +49 (0) 4101-4058-0.