

General Guidelines for the Discontinuation of Service Support

The machines and equipment of Winkler+Dünnebier are known for their reliability and long life. W+D supports its machines for a minimum of 10 years through the sale of original spare parts, technical service and upgrades.

Due to changing technology and reduced numbers in the machine installed base, W+D has decided to discontinue support for certain older machine models. For these particular machines, W+D will not offer service support or spare parts effective the date listed on our website as described below.

1. Guideline for discontinued machines and parts

a. Discontinued machines

On request we will send you a current list of the discontinued W+D machines and the last possible order date for standard service support or parts.

If you are interested in new machines or high quality used machines to replace your discontinued models, please contact your area sales manager (new machines) or POEM (used machines).

While standard service support is discontinued for these machines we will offer customized options as follows:

- Customized service contract
W+D will offer an individual service contract for specific machines that will include providing machine documentation and a pre-set number of service calls by a W+D technician. Contact us with the machine model and serial number if you are interested in a quotation.
- Upgrade/retrofit
In some cases, the discontinued machine may have upgrade or retrofit options available that will update the machine to the point it will remain an actively supported machine. For details and a quotation, please send the model number and serial number of your machine to determine if it qualifies for an upgrade.

b. Discontinued parts

A list of corresponding discontinued parts is under development and will be available shortly, however, the following will apply:

- **Last call**
As with the discontinued machines, discontinued parts will be available until a certain date to be announced shortly. In addition to the parts manufactured by Winkler+ Dünnebier, the same will apply to discontinued parts outsourced by W+D as well.

- **Replacement**
For discontinued parts, W+D will offer a 1:1 replacement when available or an upgrade solution such a T.I.P. - Technical Improvement Program – (for example for drives, control units and surveillance systems). Please follow this link for more information - http://www.w-d.de/site/W_D/Services/Technical_Improvement_Program

2. Updated Information

The list of the discontinued machines will be updated as needed through the end of 2009. The service and parts support will be discontinued on a case by case basis depending on the availability of product at W+D as well as the ability of our suppliers to meet these needs.

For further information please contact our staff in the sales and service department.