



Life-cycle Policy for Mark* Controls Products

Hardware Products and Services

GE is committed to protecting our customers' investment in our products. We do not mature or obsolete products unless the sales are very low, we can no longer purchase parts to manufacture the modules, or we have newer technology replacements. At the appropriate point in the life cycle of a product, GE will announce that the product is moving from an *Active* to a *Mature* product status, and then from a *Mature* to a *Discontinued* status. The typical Mature-to-Discontinued period is 10 years.

A product moving to a Mature status is available for sale or repair for a minimum of five years. Near the end of the Mature status period, customers will be given a minimum six-month notice that a product is moving from a Mature to a Discontinued status. At this time customers will be offered a *Last Time Buy* opportunity. Subsequent to the Last Time Buy opportunity, orders for Discontinued products will no longer be accepted. GE will continue to service the Discontinued product (provide Repair-and-Return or Exchange modules for five years). This limited service excludes any technical support from the Technical Support Team. The exact time frame of the Mature-to-Discontinued period is subject to the availability of component parts.

Software Products and Services

GE may choose to obsolete (discontinue) any of its software products or service offerings if and/or when it is no longer a viable part of the product or service strategy. Such products include, but are not limited to: standard products, product options, I/O drivers and OPC servers, customized product versions, training classes, and user documentation. GE will not obsolete older versions of active products. The Version Support Policy governs support policies for older versions of active products. Refer to the *Technical Support & Case Management Guide* ([GFK-3020](#)) for more information.

When rendering a product obsolete, GE follows a formal process. This process initiates with a formal product obsolescence announcement. This announcement will include the effective date of obsolescence, the last day that orders will be accepted for the product, and an announcement of a functional replacement, if one exists. The announcement will be sent to the GE sales channel and posted on the GE Mark Controller Solutions Support website.

GE will provide technical support, including phone support and electronic support, for obsolete products, provided that the customer has a valid support contract. The support plan for obsolete GE products is as follows:

- Telephone support will be available for one year and web support will be available for three years following the announcement.
- Telephone and web support will include assistance with operation or procedural questions, as well as a suggested work-around if Hot Fixes or Service Packs are not available. Bug fixes will continue to be created for a period of six months following the product obsolescence announcement. All pre-existing Hot Fixes and Service Packs will continue to be available for download by registered customers.

To qualify for support of an obsolete product, a customer must subscribe to a support program, such as follows:

- Support for an obsolete GE product will only be provided to customers who are operating their GE software on all supported and necessary third-party software and hardware.
- Support for all required third-party software and hardware must be available from the developer or manufacturer of those products.
- It is the customer's responsibility to acquire all required hardware and software spares.

Note All time frames are based on a period immediately following the product obsolescence announcement. Partners are free to sell the affected product per the specific details of each product obsolescence announcement.

GE always reserves the right to accept orders for obsolete products with no implied associated support.

Sourced Products

For sourced products, including third-party embedded software, GE endeavors to have our suppliers commit to long-term availability of a product. GE will continue to support and supply products as long as they are available to us under our supplier agreements.

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Please send comments or suggestions to controls.doc@ge.com.

For further assistance or technical information, contact the nearest GE Sales or Service Office, or an authorized GE Sales Representative.