

Phases summary



Active development and promotion phase

- Product has been released for sale
- Actively promoted
- Product is actively sold
- Product is actively maintained and enhanced with product improvements
- Fully supported of after sales network

Product maintenance phase

- No further enhancements
- Product is no longer actively Promoted, =>12month advance notice through sales channel
- Product will be phased out
- It is still available for sale - mainly for spares and expansions of existing systems, supply under frame agreements, in case of space constrains, required functionality not yet covered by the new product, license agreements
- Price may increase (e.g. due to lower volume, vendor component costs, etc.)

Primarily service support

- The manufacture of spare parts and accessories is guaranteed
- new apparatus availability may continue, but is not guaranteed
- no new development to replace obsolete components
- Technical support (field service, phone support, etc) continues, but may diminish over time with decreasing installed base

Obsolete phase

- ABB cannot guarantee availability of product support for technical reasons or within reasonable costs.
- No longer manufactured as a complete product; only component spares, refurbished apparatus, retrofit and/or revamping solutions available

Guaranteed product support

Limited product support

