

Product Life Cycle Management Policy



The Product Life Cycle Management Policy ("Policy") sets out ABB E-mobility's methodology for managing the full life cycle of equipment sold by any member of the ABB E-mobility group of companies. The Policy forms part of ABB E-mobility's applicable contractual framework, including:

- ABB E-mobility Europe: General Terms and Conditions for Sale of Goods and Services;
- ABB E-mobility North America: General Terms and Conditions for Sale of Goods and Services; and/or
- any other contract entered into between the Customer and any member of the ABB E-mobility group of companies.

The Policy defines the level of support available for ABB E-mobility products throughout their life cycle, including firmware and software updates, connectivity support, and spare part availability.

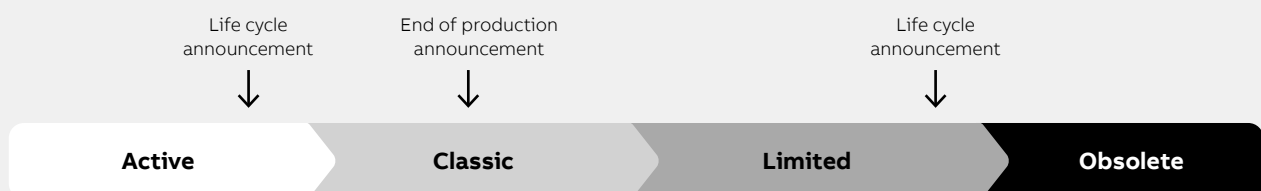
ABB E-mobility defines the following life cycle phase definitions.

Definitions of ABB E-mobility product hardware life cycle phases

For product hardware, the following phase definitions will be used:

Phase	Definition
Active	The ABB E-mobility product is released for sale and in (volume) production during the expected lifespan as set out in the applicable data sheet. During its Active phase, the product will receive full after-sales support including upgrades required to comply with applicable legal and regulatory requirements. If the product is purchased during the Active phase, ABB E-mobility will commit to spare parts availability for 5 years from the first confirmation of the delivery date of the ABB E-mobility product, unless otherwise specified in the agreement. For a further 5 years life cycle support as specified herein will be provided on a best-efforts basis and notified from time to time.
Classic	The ABB E-mobility product is no longer in volume production. During the Classic phase, purchase availability is restricted. ABB E-mobility will announce any last-time buy with longer lead times and increased pricing. A minimum order quantity may apply. Customers will be given 3 months' written notice for the last-time-buy deadline. During the Classic phase, ABB E-mobility will provide spare parts availability, software and connectivity support to keep the product functional as specified in the data sheet and compliant with applicable legal and regulatory safety and security requirements. Hardware and/or software upgrades may be restricted accordingly.
Limited	The ABB E-mobility product is no longer produced or available for sale. ABB E-mobility will provide software and connectivity support required to keep the product functional as specified in the applicable data sheet and compliant with applicable legal and regulatory safety and security requirements. Hardware upgrades may be required to maintain the applicable functionalities.
Obsolete	No support will be provided beyond applicable legal and regulatory safety and security requirements.

ABB E-mobility life cycle phases for product hardware



Product Life Cycle Management

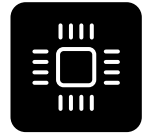


ABB E-mobility defines the following life cycle phase definitions.

Definitions of ABB E-mobility product firmware life cycle phases

For embedded ABB E-mobility product firmware, the following phase definitions will be used:

Phase	Firmware support
Active	The ABB E-mobility product is released for sale, with full firmware support, including new features, bug fixes, and updates to meet the functionalities specified in the data sheet and compliant with applicable legal and regulatory security and safety requirements.
Classic	The ABB E-mobility product is no longer available for sale. During the Classic phase, firmware support is limited to bug fixes only to maintain the functionalities specified in the data sheet and ensure continued compliance with applicable legal and regulatory security and safety requirements.
Limited	ABB E-mobility will only provide essential bug fixes to maintain the functionalities specified in the data sheet and to ensure continued compliance with applicable legal and regulatory safety and security requirements. Hardware limitations may apply.
Obsolete	ABB E-mobility will no longer provide support beyond applicable legal and regulatory safety and security requirements.

ABB E-mobility life cycle phases for product firmware



Software Life Cycle Management

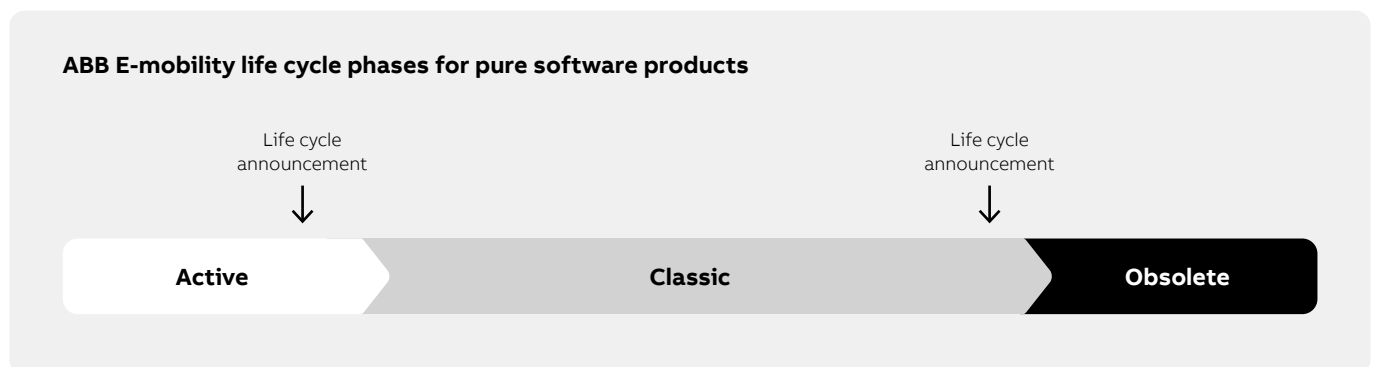


ABB E-mobility defines the following life cycle phase definitions.

Definitions of software life cycle phases for pure software products

For pure software products, the following phase definitions will be used:

Phase	Definition
Active	The ABB E-mobility software product is released for sale with full software support, including new features, bug fixes, and updates to meet the functionalities specified in the data sheet and ensure compliance with applicable legal and regulatory security and safety requirements. During the Active phase, the software product may receive continuous software improvements. Software updates are mandatory for customers and will be rolled out automatically.
Classic	The ABB E-mobility software product is no longer available for sale. During the Classic phase, software support is limited to bug fixes, to maintain functionality and ensure continued compliance with applicable legal and regulatory security and safety requirements.
Obsolete	ABB E-mobility will no longer provide support beyond applicable legal and regulatory safety and security requirements.



Summary of Announcements

Summary of Life Cycle Change Announcements from ABB E-mobility to Customers

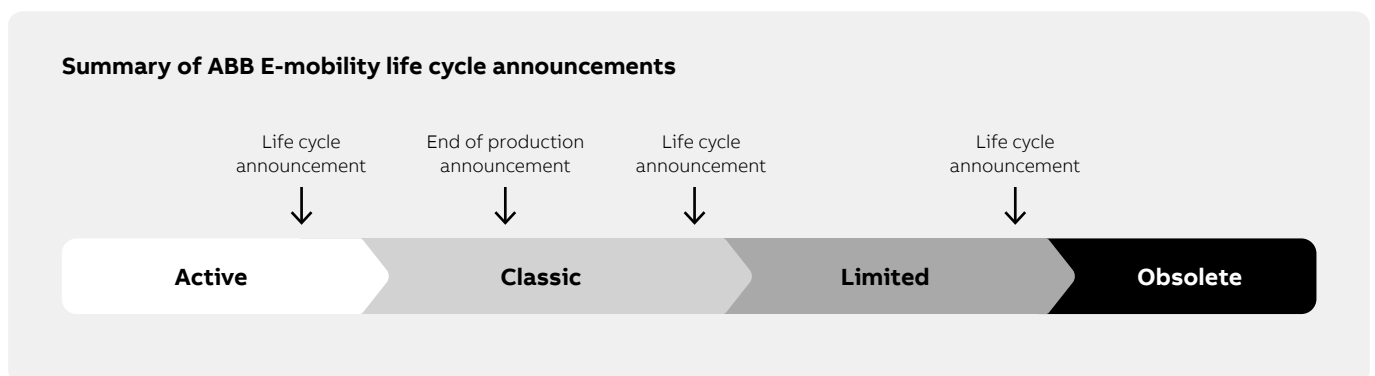
Beginning of Active phase: ABB E-mobility announces the product launch and makes the relevant product documentation available.

End of Active phase: ABB E-mobility announces the upcoming life cycle change, the end of active sales for the existing product line, and the status of any upgrades or extensions. Where applicable, the announcement may also include the next generation product replacements and expected timing of subsequent life cycle phases.

During Classic phase: ABB E-mobility announces the end of production and the last-time-buy announcement for the Classic product.

Before beginning of Limited phase: ABB E-mobility announces the upcoming life cycle change. Customers may be offered options to extend the product life such as a control hardware upgrade enabling longer software and Internet of Things support, or a next generation product replacement. The announcement may also include the expected timing of subsequent life cycle phases.

End of Classic or Limited phase: ABB E-mobility announces the upcoming life cycle change, advises customers on next generation product replacement options, communicates any last-time buy options of spare parts and confirms the date on which the product enters the Obsolete phase.



Additional remarks about ABB E-mobility's Life Cycle Management process

Running engineering changes

If an ABB E-mobility product is subject to a running engineering change, such as an upgrade of the control hardware to a new generation, the change will not impact the Life Cycle Management time schedule or applicable conditions for that product. However, a product with legacy control hardware may reach the Limited phase before the end of its expected lifespan. If ABB E-mobility introduces a new product generation, including a new name or product code, that new product will have its own Life Cycle Management schedule.

Extended Classic phase

For customers requiring a longer Classic period, including a total expected lifespan of more than 10 years, ABB E-mobility may offer a tailored Service Package. This may include additional hardware and software upgrades.