



March 28, 2017

Dear Valued Customer,

Subject: Product Life Cycle – Allen-Bradley FLEX™ I/O Family

Rockwell Automation appreciates your investment in the Allen-Bradley FLEX™ I/O family. FLEX™ I/O is the core of our Distributed I/O products family, which includes POINT I/O™ and ArmorBlock® I/O products. FLEX™ I/O continues to be in strong demand from the market given its broad feature set, ease-of-use, and proven quality.

Rockwell Automation continues to invest in our Distributed I/O products offering and specifically in the FLEX I/O platform. For example, investments were made to update the family for RoHS compliance, and include a new HART XT module which was released in 2015. In addition, Add-On profiles are available for FLEX™ I/O with Studio 5000® v30 and above. FLEX™ I/O continues to be in the Active stage of the product lifecycle and it is fully expected that FLEX™ I/O will continue to fulfil an important role in our Distributed I/O portfolio in the future.

Rockwell Automation continues to develop and manufacture the newest technologies in the market place. As progress continues on the next generation I/O platforms, Rockwell Automation is committed to supporting our customers. A thorough review of the lifecycle of existing equipment and spares inventory will help assess modernization needs and identify the most contemporary Rockwell Automation products. Options available to help include:

- Product Lifecycle Status tool: Our online product lifecycle status tool can help you determine the lifecycle status of existing equipment. The tool can be accessed at <http://www.rockwellautomation.com/global/solutions-services/capabilities/migration-solutions/product-search/overview.page?>
- Installed Base Evaluation Service Agreement: Rockwell Automation offers an evaluation of an installed base with lifecycle analysis.

Once it is determined that products are to be discontinued, Rockwell Automation's practice is to provide an advanced notice to customers that provides the expected last date of sale, pending component availability. This gives customers advance notice and time to plan for migration. Furthermore, it is our practice to continue to support products after they are removed from general sale. Once a product moves from Active to Active Mature or beyond, the options for support include:

- Repair/remanufacture services: It is our goal to support products for at least five years from the date they are removed from general sale. On occasion, commercial provisions (e.g., availability of components) may dictate unexpected discontinuation of remanufacturing services. Where repair or remanufacturing services are a concern, Rockwell Automation offers a Lifecycle Extension Agreement, as can be described below.
- Lifecycle Extension Agreement: Rockwell Automation offers a Lifecycle Extension Agreement to minimize the risk of operating legacy Rockwell Automation hardware while migration plans to newer technologies are prepared. For products covered by a Lifecycle Extension Agreement, you receive remote and on-site support for discontinued products, access to a "repair reservation" for discontinued products and access to Rockwell Automation owned legacy parts. In other words, this service allows you to ask that we hold for your benefit the components you expect to use in remanufacturing during the term of the contract.
- Migration Services: Rockwell Automaton continues to develop and manufacture the newest technologies in the market place. We would like to assist you with migrating to our new technologies. Rockwell Automation offers migration strategies including conversion and selection tools, consultation, planning and training services to guide you through the process of upgrading your systems at a pace that makes sense for your application and budget.

We hope that this correspondence provides you with confidence of the ongoing commitment by Rockwell Automation of the FLEX™ I/O family.

Sincerely,


Joseph Rosing
Marketing Manager