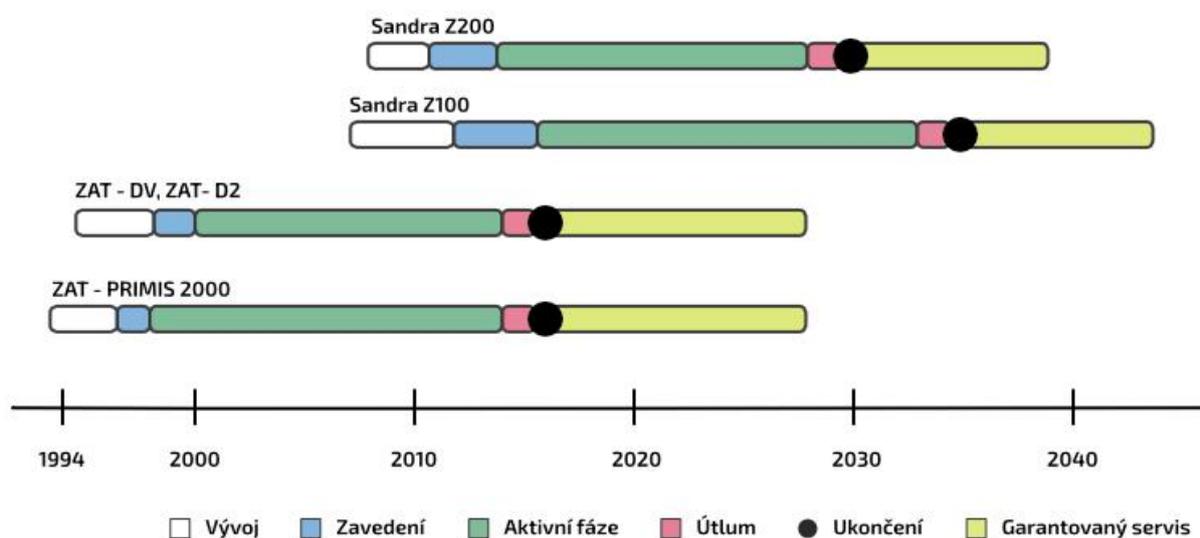


## Life cycle of ZAT control systems

The life cycle of ZAT products is managed in a defined way based on customer requirements, predictions and trends in individual market segments. We respond to these requirements by redesigning products and developing new components and functionalities, ie the products are in the **active phase**. With the gradual aging of the control system, the products move into the **attenuation phase**. Throughout the life of the products, **we guarantee their service until the end of the support phase**.

### Plán životního cyklu systémů ZAT



For users of products supplied by ZAT, it is important to perceive the following phases of their life cycle:

#### ACTIVE PHASE:

The product is offered and delivered as standard within the implementation of individual business cases. It is functionally developed, modernized and fully serviced. It is still considered in the applications supplied to customers. The active phase of the product ends with the ZAT declaration of the beginning of its attenuation phase.

#### ATTENUATION PHASE:

The product is supplied mainly as a spare part for already operated equipment. As a new delivery, it can only be realized at the customer's request (usually as an addition and extension to existing applications). The product is no longer functionally developed and innovated, however, its existing functionality is maintained and serviced.



The attenuation phase is completed by the announcement of a milestone in the termination of support for the product by ZAT, before which the user and ZAT should discuss the options and, if necessary, agree on the specific conditions of its further operation or replacement.

**TERMINATION OF SUPPORT:**

After the announcement of the milestone of the end of product support, no orders for its deliveries, service support, including deliveries of piece spare parts, are generally accepted, except for the agreed conditions.

**GUARANTEED SERVICE:**

Possible individual contract between ZAT and the user addressing specific conditions for maintaining the operability of the product respecting the status and scope of the relevant application and the required maintenance time.

The conditions of product life cycle management and solutions that ZAT uses in its products and applications, but does not produce them, are governed by the habits of their individual suppliers (Microsoft, Wonderware, etc.) and ZAT takes them into its procedures.

