

Product Obsolescence Policy

Forest Safety Products "Soft Landing System" was developed in 2000 since then the company continues to improve and develop the product, its application purpose and its life expectancy.

Over the years we have developed various size systems for a wide range of applications to include protection for personnel working at heights within the construction and house building market, steel work contractors, MOD and haulage companies. Product longevity and after sales care is of utmost importance to the company.

As with all of our products, long-term availability is dependent upon many conditions, some of which are out of our control. It is our commitment that if ever conditions dictates the discontinuation of a product that it is done with the absolute minimum disruption and impact to our customer. The company will notify all customers and manage a last time purchase of the product at least 12 months prior to any issue of notice of discontinuance. The company will also recommend functional product equivalents as appropriate.

We have defined clear end of life terms to ensure that customer notification is maximized and market impact is considered during end of life planning. The key phases for this process are:

Phase 1 – Not recommended for New Designs (timeframe typically 1 to 2 years)

If a product is identified as "not recommended for new designs" the company will display prominently on the website, product literature and other applicable communication tools. Along side this the company will communicate information on new functionally superior replacement product. The intent of the notification is to communicate this new technology and allow customers to make sound commercial decisions. At this stage, no formal end of life decision has been made, but the product is considered at the end of its "design in" life.

Phase 2 – Formal End of Life Announcement (timeframe typically 6 months to 1 year)

A formal end of life announcement is published with a specific period in which the product will be available for purchase. This time period allows customers to adequately plan last time buy quantities.

Phase 3 – End of Life Complete (timeframe typically 60 days from end of Phase 2)

Final deliveries of the product ordered as part of the last time buy program.

Product Purchase Commitment

Our products currently have a life expectancy of up to 5 years dependant on treatment on site.

At time of purchase all our products come with free installation and user guides, free training on installation by our company trainers, free inspections to ensure that the product is fit for purpose throughout its life. First inspection recommended at three years from purchase thereafter annually or as and when required if the customer has any concerns regarding condition of the system or individual units.

At the end of the products useful life the company offers a full environmental recycling service for safe disposal of the product.

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