

StepUp for AccuRay 1180M



ABB announces a new StepUp program to migrate customers with remaining AccuRay 1180M systems to ABB's latest Quality Control QCS800xA system solutions. ABB has kept its promises with 1180M customers to maximize system utilization and ROI. However, we are now four generations of Quality Control systems beyond the 1180M, from our AccuRay 1190, Nexus, to our latest Quality Control QCS800xA powered by System 800xA. AccuRay 1180M Quality Control systems must now be upgraded to avoid unscheduled downtime. As a valued customer, ABB will make every effort to migrate your system forward to our latest value-creating solution.

The first objective of this StepUp program is to ensure that we provide our 1180M customers with formal notification that 1180M systems are at obsolete lifecycle status. In keeping our commitment to our customers, we have a responsibility to identify future risks associated with continued support of 1180M systems. ABB will ensure that our customers can plan ahead and not be blind-sided with unexpected surprises. We want to help our customers avoid the major downtime events that are now a reality with obsolete 1180M systems. Second, with this formal 1180M obsolescence announcement, ABB is offering a migration incentive program forward to our latest Quality Control QCS800xA solutions powered by System 800xA.

Overall program objectives

- Provide customers with a lead-time notification of obsolete lifecycle status for 1180M systems
- Identify future 1180M support and business risks
- Prevent system failures and unplanned downtimes that are a reality with obsolete products
- ABB will provide a Site Audit and create a detailed Migration Roadmap to our latest Quality Control QCS800xA solutions

- Customers who participate in 1180M StepUp to Quality Control QCS800xA will receive ABB sponsored incentive pricing
- Customers receive the highest ROI with the latest Quality Control QCS800xA solutions and will significantly lower their support costs

ABB's priority is to migrate AccuRay 1180M customers to our latest Quality Control QCS800xA solution, providing the highest customer ROI and lowest overall installation cost. However, we anticipate the need for a more gradual migration approach for some customers to allow funding even within a maintenance budget. You may be surprised to find that investment and migration to new technology is not an all-or-nothing proposition. Moving to newer technology can be managed at a controllable investment level, eventually migrating to our complete Quality Control QCS800xA solution. We'll ensure the reuse of as much of your existing equipment as possible, and offer modular subsystem level StepUps. We'll even provide credit for the return of key 1180M parts back to the factory.

For customers who will commit to a 3-year implementation of their migration plan to our latest Quality Control QCS800xA solution, ABB will dedicate all remaining 1180M resources until it is possible within 3 years to complete a full Quality Control QCS800xA implementation. During this transitional 3-year period, using returned parts from upgraded systems, ABB will guarantee parts availability, providing migration customers with the security of knowing that their 1180M system can be maintained during this 3 year transition period.

ABB strongly recommends that all AccuRay 1180M customers take advantage of this StepUp opportunity. We understand that your business, just like ours, does not like surprises. We'll make every effort to keep you as a long-term customer and ensure you can take full advantage of ABB's latest Quality Control QCS800xA solutions, because satisfying existing customers is the best path forward to ensure our mutual success. Contact your local ABB account manager for answers to any questions you may have.

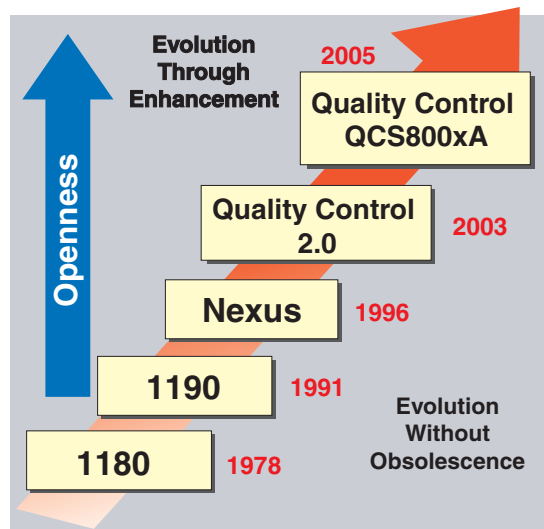


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