



# NON OBSOLESCENCE

## CHALLENGE:

An aftermarket industrial monitor repair company needed to restart the production of a HMI product line that had been discontinued by the OEM for a number of years. Since TPI was the original manufacturer of the touchscreens for these devices they approached TPI to provide them the touchscreens.



## SOLUTION:

After obtaining clearance from the OEM and because of TPI's non-obsolence policy, TPI was able to quickly retrieve the design documentation and necessary tooling from its archives in order to restart manufacturing of these products. Within four weeks, samples were manufactured and provided to the customer and in less than two months these parts were back in production. There were no tooling or development charges imposed on the customer and the customer benefited from the same quality and performance levels that the OEM was enjoying when purchasing these touchscreens during the original production period.

## RESULTS:

Customer's needs were met by being able to extend the life of a product line.

## BENEFITS:

Because of TPI's non-obsolence policy, customers are able to request parts well after the production life cycle of their products has ended and if and when they need replacement parts for old designs.