

The organisation lets a user do a factory reset on the device.

The organisation is clear about the expected lifetime of the service provided by the device and backend.

The organisation is clear about the levels of customer support that are provided during the lifetime of the product.

The organisation gives clear documentation for any parts that a customer can repair using commonly accessible tools and skills.

Lifecycle

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The organisation supplies spare parts on request during the lifecycle of the product.

The organisation supplies a list of the geographic regions involved in the supply chain.

The organisation supplies a list of the first level of suppliers involved in their supply chain.

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