

Background information:

Quality figures for 2022:

On-time delivery:

99.95% of all orders were shipped on the confirmed date in 2022. Unless the customer specifies a particular delivery date, W&T normally ships standard products from stock.

Quality and reliability

Defects in the narrower sense: Product defects and interoperability problems

With respect to product defects and interoperability problems, the following return figures apply to the year 2022:

Problems upon commissioning	< 0.05%	=	> 99.95% quality
Failures within 1st year of operation	< 0.04%	=	> 99.96% reliability
Average of late failures per year	< 0.01%	=	> 99.99% reliability

The failure rate in the first year is primarily due to "early" failures of electronic components and can only be further reduced at great expenditure.

The rate of problems upon commissioning is extremely low and reflects the high quality of our products for which one would expect a higher rate of interoperability, due to their nature of interface products.

Defects in the broader sense: Failures due to incorrect product selection

We also record the return rate due to incorrectly chosen products in order to assess the quality of our marketing material and telephone support.

Problems upon commissioning	< 0.10%
Failures within 1st year of operation	< 0.19%
Average late failures per year	< 0.04%

This rate could be reduced considerably, if customers would read our documents more carefully, or would contact our support team at an earlier stage. However, even customers that do not give the necessary attention to such details obviously fare well with our products.

Availability of spare parts:

As all products supplied by Wiesemann & Theis are developed and manufactured directly by the company, there have never been any problems as regards replacements or spare parts.