



THE POWER TO
SIMPLIFY CARE

Joerns[®]
HEALTHCARE

JOERNS ASSETCARE[®] PROGRAM GUIDE

BRINGING COMPREHENSIVE CARE TO EQUIPMENT

The Joerns AssetCare[®] and Joerns AssetCare[®] Plus programs provide customizable solutions for bed frames, support surfaces, and patient lift systems. Depending on program selection, the service may include asset evaluations, safety inspections, preventative maintenance¹, and discounted^{2,3} parts and repairs.

PROGRAM REQUIREMENTS

Scheduling the Service: Once Services are purchased, a Joerns Healthcare ("Joerns") representative will contact the customer to schedule the service. The customer and Joerns representative will work together to establish mutually agreed upon dates and times for the service. Customers may incur additional fees if delays are caused by facility staff or residents that prevent Joerns from performing scheduled services on the date and time scheduled.

Onsite Point of Contact: Customer is responsible for providing a single point of contact who will be present onsite at the facility during the service and will represent customers interests.

Confirmation of Service: Joerns will contact the designated point of contact 1-2 weeks prior to the scheduled service date to confirm the details.

Service Performance: On the day of service, the Joerns representative will arrive onsite, contact the point of contact, and perform the selected services on each covered asset. The customer is responsible for ensuring that any residents occupying the assets are promptly removed, so the service can be performed without delay. After the service is completed, the point of contact will be required to sign off that the work has been completed.

Accessibility: Inaccessibility may impact pricing and schedule. Additional charges will apply if site facility is not able to make the assets immediately available upon arrival of the technician.

Final Assessment and Report: Joerns will complete the assessment and endeavor to provide a comprehensive report to the customer within 10 business days after the service⁴. Joerns provides a 60 day satisfaction guarantee subject to the below parameters.

TERMINATION

Services may only be terminated at least 30 days prior to the scheduled service. In the event of termination less than 30 days in advance, Customer will be charged the full fee amount and a \$500 cancellation fee.

1. Repair services are not included as part of preventative maintenance (PM) visits. Any repair requests must be scheduled at a later date, and will be quoted separately.

2. Discounts only apply to Joerns made parts and/or products purchased direct from Joerns (excludes purchases from third parties, distributors, etc.) Products and parts that have been discontinued or that are no longer supported by Joerns are excluded from this Program.

3. Promotional discounts only apply to the applicable parts, rails or mattresses purchased as a result of the site visit and recommended as part of the post-visit report.

4. Orders resulting from the post-visit report must be placed within 60 days to qualify for the use of the promotional codes.

60-DAY JOERNS ASSETCARE® SATISFACTION GUARANTEE

Eligibility: This guarantee applies exclusively to new Joerns AssetCare® or Joerns AssetCare® Plus enrollments. The program must be initiated and fully executed with facility access provided to Joerns for all scheduled inspections and assessments. A waiver of program fees may be requested related to this guarantee if, within the first 60 calendar days from service implementation date, the enrolled facility does not observe the Final Assessment and Report deliverables.

Request Process:

To activate the guarantee:

- A written request must be submitted to Joerns within 60 days of the service implementation date.
- The request must include a brief statement explaining how the expectations outlined above were not met.
- Joerns reserves the right to review service logs, delivered reports, and documentation shared to date as part of the assessment.

Exclusions:

This guarantee does not apply if:

- The facility fails to provide timely access to equipment or complete required documentation.
- The request is submitted after the 60-day window.
- The services were materially altered or interrupted by facility-related delays or scope changes.

Outcome: If the guarantee is approved, Joerns will waive the program fees. No refund will be issued if payment has not yet been received. Any costs related to add-on services, part replacements, or repairs not covered under warranty remain the responsibility of the facility. Additionally, any parts, product, or service discounts associated with the program will no longer be available. The customer acknowledges it will pay Joerns, within 30 calendar days, the difference between contracted price and discounted price for any parts, products, or services purchased using the program discount.

TERMS AND CONDITIONS

Pricing and Services subject to change at any time. Services under this program are limited to bed frames, support surfaces, and patient lift systems only. Joerns does not guarantee particular service dates. Please review service descriptions to ensure all required services are ordered and requirements met. Purchase of the Joerns AssetCare® or Joerns AssetCare® Plus programs do not extend or alter the manufacturers warranty. For questions or to schedule, please contact Joerns Healthcare at 800-826-0270. This offering is subject to change or termination at any time at the sole discretion of Joerns. All services and offerings are subject to Joerns Healthcare's Standard Terms and Conditions, which can be provided upon request.