

Product Retirement Notice

PRN #022018-001

February 9, 2018

Joerns Healthcare Announces End of Life Plan for Hoyer P-C-HLA-2

This notice serves as formal communication of Joerns Healthcare, Inc.'s intent to initiate the Active Retirement Mode notification for the following products and all related configurations and packages. Active Retirement Mode (ARM) is a statement by the company that it is no longer actively manufacturing or selling the product. Products in ARM are removed from all price lists and marketing collateral.

The following products are affected:

- P-C-HLA-2 Hoyer P-C-HLA-2 powered patient lift
- HPL-P KIT,POWER CONVERSION, C-HLA/C-HLA-2
- 400-3004-M ACTUATOR, LINAK, MODIFIED HME

Only the P-C-HLA-2, HPL-P and the replacement actuator, 400-3004-M, are affected. No other SKU's will be affected. All other parts for the P-C-HLA-2 will be available until further notice.

Products:

Product Name	SKU	Description
P-C-HLA-2	P-C-HLA-2	Hoyer powered patient lift
HPL-P	HPL-P	KIT,POWER CONVERSION, C-HLA/C-HLA-2
400-3004-M	400-3004-M	ACTUATOR, LINAK, MODIFIED HME

Recommended Replacement Products:

Current SKU	New SKU	Description
P-C-HLA-2	HPL402	Hoyer powered patient lift
400-3004-M	HPL402	Hoyer powered patient lift
HPL-P	HPL402	Hoyer powered patient lift

**Contact your Joerns representative to discuss replacement options that would best fit your requirements.*

Regions Affected:

- Asia Pacific (AP) Europe, Middle East, Africa (EMEA)
 Latin America (LA) North America (NA)

Channels Affected:

- Acute (AC) Veterans Affairs (VA)
 Post Acute (PA) Home Care (HC)

Reason for Retirement:

The actuator for the P-C-HLA-2 has been discontinued and production will not be possible unless considerable upgrades are made to the current product. Joerns has long since developed a replacement product, the HPL402 powered lift. The HPL402 uses the same exact spreader bar and as such uses the same sling selection. In addition, the P-C-HLA-2 has chromed surfaces and the replacement HPL402 is a vast environmental improvement.

Service and Warranty:

Joerns will maintain our commitment to our customers by supporting and servicing discontinued product at all domestic service centers throughout the life of all warranties in place, as long as the required parts are commercially available. Service parts, with the exception of the actuator, will remain in inventory for seven years after the final sale date of discontinued products when an end of service announcement is released.

Contact:

Joerns Healthcare is committed to providing you with a superior level of customer service. Please contact your Joerns representative for additional information regarding this communication.

All official End of Life notifications and phase information is posted on the support area of our website at: <http://www.joerns.com>.

Definition of Terms:**Last Time Buy**

Last Time Buy (LTB) is advanced notification to Joerns customers and partners that Joerns intends to start the end of life process. The duration of this phase is variable and depends on numerous factors including material availability, Joerns and channel inventory and end user demand. Last Time Buy is informational only; products in this phase are active.

Active Retirement Mode

Active Retirement Mode (ARM) is a statement by the company that it is no longer actively manufacturing or selling the product. Products in ARM are removed from all price lists and marketing collateral.

Limited Retirement Mode

Limited Retirement Mode (LRM) is a statement by the company that it will no longer manufacture or develop enhancements for these products. Depending on inventory, technical capability, and customer demand Joerns will continue to offer support agreements on products in LRM. LRM is a discretionary phase in the product lifecycle process.

End of Support

End of Support (EOS) is a statement that the company no longer offers support for the product, and all remaining unique inventory or materials will be removed.