

# Product Retirement Notice

PRN #03012021-01

March 1, 2021

## Joerns Healthcare Announces End of Life Plan for Slings

This notice serves as formal communication of Joerns Healthcare, Inc.'s intent to initiate the End of Support (EOS) notification for the following products and all related configurations and packages. 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. The following product(s) are affected:

- VA Slings

This retirement notice attempts to identify all SKUs affected by the discontinuation of the VA Sling Series. It is possible that some part numbers were missed in the list provided. Joerns reserves the right to include omitted SKUs if they are related to the products listed above, even if the SKU is not specifically listed in the notice. Those omitted SKUs are subject to the terms specified within this document. If you are unsure of a specific SKU, please contact your Joerns representative for clarification.

### **Products:**

Product Name	SKU	Description
VA Universal, Classic	50020SE	SLING 4POINT EXTRA LARGE
VA Universal, Classic	50021SE	SLING 4POINT LARGE
VA Universal, Classic	50022SE	SLING 4POINT REGULAR
VA Universal, Classic	50023SE	SLING 4POINT SMALL
VA Universal w / Head Support, Classic	50025SE	SLING 4POINT LARGE
VA Universal, Classic	70000SE	SLING 4POINT EXTRA LARGE
VA Universal, Classic	70001SE	SLING 4POINT LARGE
VA Universal, Classic	70002SE	SLING 4POINT MEDIUM
VA Universal, Classic	70003SE	SLING 4POINT SMALL
VA Universal w / Head Support, Classic	70010SE	SLING 4POINT EXTRA LARGE
VA Universal w / Head Support, Classic	70011SE	SLING, 4POINT U PADDED W/HEADSUPPORT-L
VA Universal w / Head Support, Classic	70012SE	SLING, 4POINT U PADDED W/HEADSUPPORT-M
VA Universal w / Head Support, Classic	70013SE	SLING 4POINT SMALL
VA One Piece, Classic	70051SE	SLING 4POINT LARGE
VA One Piece, Classic	70052SE	SLING 4POINT MEDIUM
VA One Piece, Classic	70053SE	SLING 4POINT SMALL
VA One Piece w / Commode , Classic	70056SE	SLING 4POINT LARGE
VA One Piece w / Commode , Classic	70057SE	SLING 4POINT MEDIUM
VA One Piece w / Commode , Classic	70058SE	SLING 4POINT SMALL

### **Recommended Replacement Products:**

Current SKU	New SKU	Description
50020SE	50020	SLING 4POINT EXTRA LARGE
50021SE	50021	SLING 4POINT LARGE
50022SE	50022	SLING 4POINT REGULAR
50023SE	50023	SLING 4POINT SMALL
50025SE	50025	SLING 4POINT LARGE
70000SE	70000	SLING 4POINT EXTRA LARGE
70001SE	70001	SLING 4POINT LARGE
70002SE	70002	SLING 4POINT MEDIUM
70003SE	70003	SLING 4POINT SMALL

70010SE	70010	SLING 4POINT EXTRA LARGE
70011SE	70011	SLING, 4POINT U PADDED W/HEADSUPPORT-L
70012SE	70012	SLING, 4POINT U PADDED W/HEADSUPPORT-M
70013SE	70013	SLING 4POINT SMALL
70051SE	70051	SLING 4POINT LARGE
70052SE	70052	SLING 4POINT MEDUIM
70053SE	70053	SLING 4POINT SMALL
70056SE	70056	SLING 4POINT LARGE
70057SE	70057	SLING 4POINT MEDIUM
70058SE	70058	SLING 4POINT SMALL

\*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:**

These products have been discontinued due to low sales volume, transfer of manufacturing to Mexico and rationalization efforts.

**Price Increase:**

None Available.

**Timeline of Events:**

Special Price Requests Due	Joerns will not accept any special price requests (SPRs) after this date.	03/01/2021
Last Time Buy	Joerns will not accept monthly or service contract orders after this date.	03/01/2021
Active Retirement Mode	Joerns will no longer manufacture the noted frame SKUs after this date.	03/01/2021
Limited Retirement Mode	Joerns will no longer sell the noted frame SKUs after this date.	03/01/2021
End of Service	Joerns will no longer offer service parts for the product after this date.	03/01/2021

**Service and Warranty:**

Joerns will maintain our commitment to our customers by supporting discontinued product at all domestic service centers throughout the life of all warranties in place, as long as the required parts are commercially available.

**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.