

# Product Retirement Notice

PRN #112019-001  
November 30, 2019

## Joerns Healthcare Announces End of Life Plan for Healthcare Bed Finish Option

This notice serves as formal communication of Joerns Healthcare, Inc.'s intent to initiate the Limited Retirement Mode (LRM) notification for the following products and all related configurations and packages. Limited Retirement Mode is a public statement by Joerns that we will no longer manufacture, develop or release updates or enhancements for these products. The following product(s) are affected:

### Veneer Panel Options:

- Amherst
- Carmel
- Carmel Deluxe
- Chesapeake
- Corsica
- Courtland
- Courtland Deluxe
- Craftsman
- Hutton
- Manhattan
- Modern
- Plantation
- Plantation Deluxe
- Savannah
- Stuart
- Towne

### Laminate Panel Options:

- Chestnut Finish

### All Panel Options:

- Deep Forest Finish
- Riverwood Finish
- Sand Dune Finish

This retirement notice attempts to identify all SKUs affected by the discontinuation of the Bed Panel Styles and Finishes used on UltraCareXT, EasyCare, and Care100 frame systems. 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
Amherst	BEDPANEL or EXTPANEL + Amherst	Veneer panel in Standard and Wide width; in all Finishes
Carmel	BEDPANEL or EXTPANEL + Carmel	Veneer panel in Standard and Wide width; in all Finishes
Carmel Deluxe	BEDPANEL or EXTPANEL + Carmel Deluxe	Veneer panel in Standard and Wide width; in all Finishes
Chesapeake	BEDPANEL or EXTPANEL + Chesapeake	Veneer panel in Standard and Wide width; in all Finishes
Corsica	BEDPANEL or EXTPANEL + Corsica	Veneer panel in Standard and Wide width; in all Finishes
Courtland	BEDPANEL or EXTPANEL + Courtland	Veneer panel in Standard and Wide width; in all Finishes
Courtland Deluxe	BEDPANEL or EXTPANEL + Courtland Deluxe	Veneer panel in Standard and Wide width; in all Finishes
Craftsman	BEDPANEL or EXTPANEL	Veneer panel in Standard and Wide width; in all Finishes

	+ Craftsman	
Hutton	BEDPANEL or EXTPANEL + Hutton	Veneer panel in Standard and Wide width; in all Finishes
Manhattan	BEDPANEL or EXTPANEL + Manhattan	Veneer panel in Standard and Wide width; in all Finishes
Modern	BEDPANEL or EXTPANEL + Modern	Veneer panel in Standard and Wide width; in all Finishes
Plantation	BEDPANEL or EXTPANEL + Plantation	Veneer panel in Standard and Wide width; in all Finishes
Plantation Deluxe	BEDPANEL or EXTPANEL + Plantation Deluxe	Veneer panel in Standard and Wide width; in all Finishes
Savannah	BEDPANEL or EXTPANEL + Savannah	Veneer panel in Standard and Wide width; in all Finishes
Stuart	BEDPANEL or EXTPANEL + Stuart	Veneer panel in Standard and Wide width; in all Finishes
Towne	BEDPANEL or EXTPANEL + Towne	Veneer panel in Standard and Wide width; in all Finishes
Laminate Chestnut Finish	BEDPANEL or EXTPANEL + Chestnut	Laminate panel in Standard and Wide width; in all Laminate styles including Classical, Traditional, and Avalon
Deep Forest Finish	BEDPANEL or EXTPANEL + Deep Forest	All panels in Standard and Wide width; in all styles
Riverwood Finish	BEDPANEL or EXTPANEL + Riverwood	All panels in Standard and Wide width; in all styles
Sand Dune Finish	BEDPANEL or EXTPANEL + Sand Dune	All panels in Standard and Wide width; in all styles

**Recommended Replacement Products:**

Current SKU	New SKU	Description
BEDPANEL or EXTPANEL + Carmel	BEDPANEL or EXTPANEL + Traditional	Veneer panel in Standard and Wide width; in all Finishes; No inlay option available
BEDPANEL or EXTPANEL + Carmel Deluxe	BEDPANEL or EXTPANEL + Chesapeake Deluxe	Veneer panel in Standard and Wide width; in all current Finishes
BEDPANEL or EXTPANEL + Chesapeake	BEDPANEL or EXTPANEL + Traditional	Veneer panel in Standard and Wide width; in all current Finishes
BEDPANEL or EXTPANEL + Corsica	BEDPANEL or EXTPANEL + Classics	Veneer panel in Standard and Wide width; in all current Finishes
BEDPANEL or EXTPANEL + Courtland	BEDPANEL or EXTPANEL + Classics	Veneer panel in Standard and Wide width; in all current Finishes
BEDPANEL or EXTPANEL + Courtland Deluxe	BEDPANEL or EXTPANEL + Chesapeake Deluxe	Veneer panel in Standard and Wide width; in all current Finishes
BEDPANEL or EXTPANEL + Plantation	BEDPANEL or EXTPANEL + Classics	Veneer panel in Standard and Wide width; in all current Finishes
BEDPANEL or EXTPANEL + Plantation Deluxe	BEDPANEL or EXTPANEL + Chesapeake	Veneer panel in Standard and Wide width; in all current Finishes

	Deluxe	
BEDPANEL or EXTPANEL + Savannah	BEDPANEL or EXTPANEL + Classics	Veneer panel in Standard and Wide width; in all current Finishes
BEDPANEL or EXTPANEL + Stuart	BEDPANEL or EXTPANEL + Traditional	Veneer panel in Standard and Wide width; in all current Finishes
BEDPANEL or EXTPANEL + Towne	BEDPANEL or EXTPANEL + Classics	Veneer panel in Standard and Wide width; in all current Finishes
All other styles: Hutton, Manhattan, Modern	Cross to customer desired option	Recommended Veneer and Laminate options available
Custom Panel	Non-Joerns Panel kit	3 <sup>rd</sup> party panel option using non-Joerns Panel kit for custom Veneer and Laminate options

*\*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:**

Joerns Healthcare’s current healthcare bed frame portfolio in a focused selection of popular styles and finishes of Veneer and Laminate panels represents the preferred bed panel options requested by customers and consistent with the leading care environments.

**Price Increase:**

Understanding it can be difficult to switch to a new product, Joerns Healthcare is pleased to announce all current bed systems and accessories will continue to be available in a Soft Tone finish at comparable pricing. Joerns Healthcare will continue to supply spares in current panel styles and finishes but will no longer be discontinued styles as an available panel after December 31, 2019 {Spares availability is based on currently available stock}.

**Timeline of Events:**

Active Retirement Mode	Joerns will no longer manufacture the noted frame SKUs after this date.	12/31/2019
Limited Retirement Mode	Joerns will no longer sell the noted frame SKUs after this date.	12/31/2019

**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 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.