

# Product Retirement Notice

PRN #100323-001

October 3, 2023

## Joerns Healthcare Announces End of Life Plan for WeCare Response (manual) Healthcare Bed Frame

This notice serves as formal communication of Joerns Healthcare, Inc.'s intent to initiate the End of Support notification for the following products and all related configurations and packages. End of Support (EOS) indicates that Joerns no longer offers support for the product, and all remaining unique inventory or materials will be removed. The following product(s) are affected:

- WeCare Response manual bed frame, model Roll-Any-Height
- Case Package SKUs for WeCare Response bed

This retirement notice attempts to identify all SKUs affected by the discontinuation of the WeCare Response bed. 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
WeCare Response Bed	WECC-RESP-BD-CS	12" mattress platform height; 80" L; 35" W; RAH; SWL 450 lbs; Case of 5
WeCare Response Bed	WECC-RESP-BD	12" mattress platform height; 80" L; 35" W; RAH; SWL 450 lbs

### **Recommended Replacement Products:**

Current SKU	New SKU	Description
WECC-RESP-BD-CS	WECC-WECARE-RIL	WeCare bed Roll-in-Low; full-electric 8" - 28" hi/lo range; 80" L; 35" W; RLO; SWL 450 lbs;
WECC-RESP-BD	WECC-WECARE-RIL	WeCare bed Roll-in-Low; full-electric 8" - 28" hi/lo range; 80" L; 35" W; RLO; SWL 450 lbs;

*\*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 phase out of old model and introduction of new replacement.

Rental services will continue but will enter a phase out period supported by existing inventory and transition to the alternative offering

### **Timeline of Events:**

Active Retirement Mode	Joerns will no longer offer new products for sale. Joerns will continue renting existing product in a phase out period.	Nov 30, 2022
Limited Retirement Mode	Joerns will no longer offer new products for sale. Joerns will continue renting existing product in a phase out period. Joerns will phase out service part availability according to supply availability.	Oct 10, 2023

# Product Retirement Notice

End of Service	Joerns will no longer offer service parts for the product after this date.	Dec 31, 2029
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## **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.

## **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.