

Product Retirement Notice

PRN #072018-001

July 13, 2018

Joerns Healthcare Announces End of Life Plan for Hoyer Ascend, C-CB-L2, and C-HLA-2T

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. 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.

The following products are affected:

- HOY-ASCEND - Hoyer Ascend - HOYER LIFT, STAND AID 375 LB CAPACITY
- C-CB-L2 - LIFT, NON/ADJ C BASE 6PT CRDL
- C-HLA-2T - LIFTER, ADJ, 6PT CRDL, TALLMAST

Only the SKUs listed above are affected. No other SKU's will be affected.

Products:

Product Name	SKU	Description
Hoyer Ascend	HOY-ASCEND	HOYER LIFT, STAND AID 375 LB CAPACITY
C-CB-L2	C-CB-L2	LIFT, NON/ADJ C BASE 6PT CRDL
C-HLA-2T	C-HLA-2T	LIFTER, ADJ, 6PT CRDL, TALLMAST

Recommended Replacement Products:

Current SKU	New SKU	Description
HOY-ASCEND	HOY-ELEVATE-S	HOY-ELEVATE W/ SMART MONITOR
C-CB-L2	C-HLA-2	LIFTER, CHR, HYD, ADJ, 6PT CRDL
C-HLA-2T	C-HLA-2	LIFTER, CHR, HYD, ADJ, 6PT CRDL

**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 better alternatives available in the product portfolio and low sales volume.

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 five 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.