

# Product Retirement Notice

PRN #053121-007

May 3, 2021

## Joerns Healthcare Announces End of Life Plan for CareChair Transport Chair

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:

### CareChair Transport Chairs

- RCCC550B; CareChair SWL: 550 lbs, 24" Wide Seat, adjustable arm rests, 4 button pendant
- RCCC650B; CareChair SWL: 650 lbs, 27" Wide Seat, adjustable arm rests, 4 button pendant
- RCCC850B; CareChair SWL: 850 lbs, 31" Wide Seat, adjustable arm rests, 4 button pendant
- Select service parts including weldments

This retirement notice attempts to identify all SKUs affected by the discontinuation of the CareChair Transport Chair. 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
CareChair 550	RCCC550B	CareChair SWL: 550 lbs, 24" Wide Seat, adjustable arm rests, 4 button pendant
CareChair 650	RCCC650B	CareChair SWL: 650 lbs, 27" Wide Seat, adjustable arm rests, 4 button pendant
CareChair 850	RCCC850B	CareChair SWL: 850 lbs, 31" Wide Seat, adjustable arm rests, 4 button pendant

### Recommended Replacement Products:

Current SKU	New SKU	Description
RCCC550B (Capital)	I-400-T-CHAIR	Barton I-Series Convertible Transport Chair: SWL: 400 lbs, 21.5" Wide Seat, Overall width 29.5", Transport Chair
RCCC650B (Capital)	I-700-T-CHAIR	Barton I-Series Convertible Transport Chair: SWL: 700 lbs, 27" Wide Seat, Overall width 35", Transport Chair
RCCC850B (Capital)	I-700-T-CHAIR	Barton I-Series Convertible Transport Chair: SWL: 700 lbs, 27" Wide Seat, Overall width 35", Transport Chair
RCCC550B (Rental)	TRANSPORT400	BARTON TRANSPORT CHAIR 400LB
RCCC650B (Rental)	TRANSPORT700	BARTON TRANSPORT CHAIR 700LB
RCCC850B (Rental)	TRANSPORT700	BARTON TRANSPORT CHAIR 700LB

\*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)

# Product Retirement Notice

## **Reason for Retirement:**

These products have been discontinued due to low sales volume.

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.	May 3, 2021
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.	Jun 1, 2021
End of Service	Joerns will no longer offer service parts for the product after this date.	Jan 31, 2023

## **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>.

## **Obsolete Joerns [Insert Product(s) or Series Name] Packages:**

Packages	Description
Insert Text	Insert Text

## **[Insert Product(s) or Series Name] Package Mapping Tool:**

Legacy SKU	New SKU	Product One	Product Two	Product Three	Product Four	Product Five
Insert text	Insert text	Insert text	Insert text	Insert text	Insert text	Insert text

## **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.

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## **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.