

Product Retirement Notice

PRN #013120-001

January 8, 2020

Joerns Healthcare Announces End of Life Plan for ClimateCare™ System

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:

ClimateCare Systems

- MCM_36DM_KIT; ClimateCare MCM system; 36 in.
- MCM_42DM_KIT; ClimateCare MCM system; 42 in.
- MCM_48DM_KIT; ClimateCare MCM system; 48 in.

Replacement Coverlets

- MCM-36-SF4; ClimateCare Surface; 36 in.; 4PK
- MCM-42-SF4; ClimateCare Surface; 42 in.; 4PK
- MCM-48-SF4; ClimateCare Surface; 48 in.; 4PK

This retirement notice attempts to identify all SKUs affected by the discontinuation of the ClimateCare MCM system. 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
ClimateCare MCM system	MCM_36DM_KIT	ClimateCare MCM system including 36" coverlet, control module, & power cord
ClimateCare MCM system	MCM_42DM_KIT	ClimateCare MCM system including 36" coverlet, control module, & power cord
ClimateCare MCM system	MCM_48DM_KIT	ClimateCare MCM system including 36" coverlet, control module, & power cord
ClimateCare MCM surface pack	MCM_36_SF4	Replacement pack of single-patient use coverlets; pack of 4
ClimateCare MCM surface pack	MCM_42_SF4	Replacement pack of single-patient use coverlets; pack of 4
ClimateCare MCM surface pack	MCM_48_SF4	Replacement pack of single-patient use coverlets; pack of 4

Recommended Replacement Products:

Current SKU	New SKU	Description
MCM_36DM_KIT	DFLAL3680NZ	DermaFloat LAL 36" Mattress Replacement System
MCM_42DM_KIT	DFLAL-4280NZ	DermaFloat LAL 42" Mattress Replacement System
MCM_48DM_KIT	ARLAL-4880NZ	Arise 1000 LAL Mattress Replacement System

*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.

Timeline of Events:

End of Service	Joerns will no longer offer service parts for the product after this date.	Jan 31, 2020
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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>.

Obsoleted 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.

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.