

Product Retirement Notice

PRN #03012021-05

March 1, 2021

Joerns Healthcare Announces End of Life Plan for Slings

This notice serves as formal communication of Joerns Healthcare, Inc.'s intent to initiate the End of Support (EOS) notification for the following products and all related configurations and packages. 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. The following product(s) are affected:

- Full Back, Pro Slings

This retirement notice attempts to identify all SKUs affected by the discontinuation of the Full Back, Pro Sling Series. 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 |
|----------------|-------------------|---|
| Full Back, Pro | 700.05610.06 | CRADLE SHALLOW SCALE |
| Full Back, Pro | NA1069NA1070PK2EA | FULL BACK SLING BUNDLE, NA1069, NA1070 |
| Full Back, Pro | NA1069PK4 | FULL BACK SLING BUNDLE, NA1069, PK OF 4 |
| Full Back, Pro | NA1070PK4 | FULL BACK SLING BUNDLE, NA1070, PK OF 4 |
| Full Back, Pro | NA1530 | Hoyer Ultrafine Reflex XS |
| Full Back, Pro | NA1531 | Hoyer Ultrafine Reflex S |
| Full Back, Pro | NA1532 | Hoyer Ultrafine Reflex M |
| Full Back, Pro | NA1533 | Hoyer Ultrafine Reflex L |
| Full Back, Pro | NA1534 | Hoyer Ultrafine Reflex XL |
| Full Back, Pro | NA1544 | MULTIFIT SLIM SIZE 5 |
| Full Back, Pro | NA1545 | MULTIFIT SLIM SIZE 6 |
| Full Back, Pro | NA1546 | MULTIFIT SLIM SIZE 7 |
| Full Back, Pro | NA1547 | MULTIFIT SLIM SIZE 8 |
| Full Back, Pro | NA1548 | MULTIFIT SLIM SIZE 9 |
| Full Back, Pro | NA1549 | MULTIFIT SLIM SIZE 10 |
| Full Back, Pro | NA1562 | Hoyer Ultrafine Straight Leg S |
| Full Back, Pro | NA1563 | Hoyer Ultrafine Straight Leg M |
| Full Back, Pro | NA1564 | Hoyer Ultrafine Straight Leg L |
| Full Back, Pro | NA1572 | Hoyer Ultrafine Deluxe Leg S |
| Full Back, Pro | NA1573 | Hoyer Ultrafine Deluxe Leg M |
| Full Back, Pro | NA1574 | Hoyer Ultrafine Deluxe Leg L |
| Full Back, Pro | NA1584 | MULTIFIT SIZE 5 |
| Full Back, Pro | NA1585 | MULTIFIT SIZE 6 |
| Full Back, Pro | NA1586 | MULTIFIT SIZE 7 |
| Full Back, Pro | NA1587 | MULTIFIT SIZE 8 |
| Full Back, Pro | NA1588 | MULTIFIT SIZE 9 |
| Full Back, Pro | NA1589 | MULTIFIT SIZE 10 |
| Full Back, Pro | NA1631 | SLING, HOYER UNIFIT SMALL |
| Full Back, Pro | NA1632 | SLING, HOYER UNIFIT MEDIUM |
| Full Back, Pro | NA1633 | SLING, HOYER UNIFIT LARGE |
| Full Back, Pro | NA1705 | MULTIFIT REFLEX SIZE 5 |

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|----------------|--------|--|
| Full Back, Pro | NA1706 | MULTIFIT REFLEX SIZE 6 |
| Full Back, Pro | NA1707 | MULTIFIT REFLEX SIZE 7 |
| Full Back, Pro | NA1708 | MULTIFIT REFLEX SIZE 8 |
| Full Back, Pro | NA1709 | MULTIFIT REFLEX SIZE 9 |
| Full Back, Pro | NA1710 | MULTIFIT REFLEX SIZE 9 |
| Full Back, Pro | NA1725 | MULTIFIT REFLEX SLIM SIZE 5 |
| Full Back, Pro | NA1726 | MULTIFIT REFLEX SLIM SIZE 6 |
| Full Back, Pro | NA1727 | MULTIFIT REFLEX SLIM SIZE 7 |
| Full Back, Pro | NA1728 | MULTIFIT REFLEX SLIM SIZE 8 |
| Full Back, Pro | NA1729 | MULTIFIT REFLEX SLIM SIZE 9 |
| Full Back, Pro | NA1730 | MULTIFIT REFLEX SLIM SIZE 10 |
| Full Back, Pro | NA1791 | SLING, HOY UNIFIT DELUXE SOLID X-SMALL |
| Full Back, Pro | NA1792 | SLING, HOY UNIFIT DELUXE SOLID SMALL |
| Full Back, Pro | NA1793 | SLING, HOY UNIFIT DELUXE SOLID MEDIUM |
| Full Back, Pro | NA1794 | SLING, HOY UNIFIT DELUXE SOLID LARGE |
| Full Back, Pro | NA1795 | SLING, HOY UNIFIT DELUXE SOLID X-LARGE |
| Full Back, Pro | NA1796 | SLING, HOY UNIFIT DELUXE NET X-SMALL |
| Full Back, Pro | NA1797 | SLING, HOY UNIFIT DELUXE NET SMALL |
| Full Back, Pro | NA1798 | SLING, HOY UNIFIT DELUXE NET MEDIUM |
| Full Back, Pro | NA1799 | SLING, HOY UNIFIT DELUXE NET LARGE |
| Full Back, Pro | NA1800 | SLING, HOY UNIFIT DELUXE NET X-LARGE |
| Full Back, Pro | NC1067 | SLING, CA, FULL BACK |
| Full Back, Pro | NC1068 | SLING, CA, FULL BACK |
| Full Back, Pro | NC1069 | SLING, CA, FULL BACK |
| Full Back, Pro | NC1070 | SLING, CA, FULL BACK |
| Full Back, Pro | NC1071 | SLING, CA, FULL BACK, X-LARGE |

Recommended Replacement Products:

| Current SKU | New SKU | Description |
|-------------------|----------------|---------------------------------------|
| 700.05610.06 | No Alternative | |
| NA1069NA1070PK2EA | NA1069 NA1070 | SLING,FULL BACK,6-PT,MED, LG |
| NA1069PK4 | NA1069 | SLING,FULL BACK,6-PT,MED |
| NA1070PK4 | NA1070 | SLING,FULL BACK,6-PT,LG |
| NA1530 | No Alternative | |
| NA1531 | No Alternative | |
| NA1532 | No Alternative | |
| NA1533 | No Alternative | |
| NA1534 | No Alternative | |
| NA1544 | NA1050P | SLING,QUICKFIT,6-PT,DELUXE PADDED, SM |
| NA1545 | NA1050P | SLING,QUICKFIT,6-PT,DELUXE PADDED, SM |
| NA1546 | NA1053P | SLING,QUICKFIT,6-PT,DELUXE PADDED, MD |
| NA1547 | NA1053P | SLING,QUICKFIT,6-PT,DELUXE PADDED, MD |
| NA1548 | NA1056P | SLING,QUICKFIT,6-PT,DELUXE PADDED, LG |
| NA1549 | NA1056P | SLING,QUICKFIT,6-PT,DELUXE PADDED, LG |
| NA1562 | NA1000P | SLING,QUICKFIT,6-PT,PADDED,SM |
| NA1563 | NA1003P | SLING,QUICKFIT,6-PT,PADDED,MED |
| NA1564 | NA1006P | QUICK FIT PADDED SLING-LARGE |
| NA1572 | NA1000P | SLING,QUICKFIT,6-PT,PADDED,SM |
| NA1573 | NA1003P | SLING,QUICKFIT,6-PT,PADDED,MED |

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|--------|----------------|---------------------------------------|
| NA1574 | NA1006P | QUICK FIT PADDED SLING-LARGE |
| NA1584 | NA1050P | SLING,QUICKFIT,6-PT,DELUXE PADDED, SM |
| NA1585 | NA1050P | SLING,QUICKFIT,6-PT,DELUXE PADDED, SM |
| NA1586 | NA1053P | SLING,QUICKFIT,6-PT,DELUXE PADDED, MD |
| NA1587 | NA1053P | SLING,QUICKFIT,6-PT,DELUXE PADDED, MD |
| NA1588 | NA1056P | SLING,QUICKFIT,6-PT,DELUXE PADDED, LG |
| NA1589 | NA1056P | SLING,QUICKFIT,6-PT,DELUXE PADDED, LG |
| NA1631 | NA1000P | SLING,QUICKFIT,6-PT,PADDED,SM |
| NA1632 | NA1003P | SLING,QUICKFIT,6-PT,PADDED,MED |
| NA1633 | NA1006P | QUICK FIT PADDED SLING-LARGE |
| NA1705 | No Alternative | |
| NA1706 | No Alternative | |
| NA1707 | No Alternative | |
| NA1708 | No Alternative | |
| NA1709 | No Alternative | |
| NA1710 | No Alternative | |
| NA1725 | No Alternative | |
| NA1726 | No Alternative | |
| NA1727 | No Alternative | |
| NA1728 | No Alternative | |
| NA1729 | No Alternative | |
| NA1730 | No Alternative | |
| NA1791 | NA1048 | SLING,QUICKFIT,6-PT,DELUX,X-SM |
| NA1792 | NA1050 | SLING,QUICKFIT,6-PT,DELUXE,SM |
| NA1793 | NA1053 | SLING,QUICKFIT,6-PT,DELUXE,MED |
| NA1794 | NA1056 | SLING,QUICKFIT,6-PT,DELUXE,LG |
| NA1795 | NA1058 | SLING,QUICKFIT,6-PT,DELUX,X-LG |
| NA1796 | NA1051 | SLING,QUICKFIT,6-PT,DELUXE NET |
| NA1797 | NA1051 | SLING,QUICKFIT,6-PT,DELUXE NET |
| NA1798 | NA1054 | SLING,QUICKFIT,6-PT,DELUXE NET |
| NA1799 | NA1057 | SLING,QUICKFIT,6-PT,DELUXE NET |
| NA1800 | NA1059 | SLING, QUICKFIT, DLX, MESH, XL |
| NC1067 | NA1067 | SLING,FULL BACK,6-PT,X-SM |
| NC1068 | NA1068 | SLING,FULL BACK,6-PT,SM |
| NC1069 | NA1069 | SLING,FULL BACK,6-PT,MED |
| NC1070 | NA1070 | SLING,FULL BACK,6-PT,LG |
| NC1071 | NA1071 | SLING,FULL BACK,6-PT,X-LG |

**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 low sales volume, transfer of manufacturing to Mexico and rationalization efforts.

Price Increase:

None Available.

Timeline of Events:

| | | |
|----------------------------|--|------------|
| Special Price Requests Due | Joerns will not accept any special price requests (SPRs) after this date. | 03/01/2021 |
| Last Time Buy | Joerns will not accept monthly or service contract orders after this date. | 03/01/2021 |
| Active Retirement Mode | Joerns will no longer manufacture the noted frame SKUs after this date. | 03/01/2021 |
| Limited Retirement Mode | Joerns will no longer sell the noted frame SKUs after this date. | 03/01/2021 |
| End of Service | Joerns will no longer offer service parts for the product after this date. | 03/01/2021 |

Service and Warranty:

Joerns will maintain our commitment to our customers by supporting 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.