

# Product Retirement Notice

PRN #02-2024

June 17, 2024

## Joerns Healthcare Announces End of Life Plan for Viscoride and PrevaSeat Cushions

This notice serves as formal communication of Joerns Healthcare, Inc.'s intent to initiate the Limited Retirement Mode notification for the following products and all related configurations and packages. Limited Retirement Mode is a public statement by Joerns that we will no longer manufacture, develop or release updates or enhancements for these product. The following product(s) are affected:

- Viscoride Cushions
- PrevaSeat Cushions
- Service covers for cushions

This retirement notice attempts to identify all SKUs affected by the discontinuation of the Viscoride and PrevaSeat Cushions. 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
VISCORIDE CUSHION 16 X 16	350-0366	VISCORIDE CUSHION 16 X 16
VISCORIDE CUSHION 18 X 16	350-0367	VISCORIDE CUSHION 18 X 16
VISCORIDE CUSHION 18 X 18	350-0368	VISCORIDE CUSHION 18 X 18
VISCORIDE CUSHION 20 X 18	350-0369	VISCORIDE CUSHION 20 X 18
16X16 VISCORIDE CUSHION COVER	310-0521	16X16 VISCORIDE CUSHION COVER
18X16 VISCORIDE CUSHION COVER	310-0522	18X16 VISCORIDE CUSHION COVER
18X18 VISCORIDE CUSHION COVER	310-0523	18X18 VISCORIDE CUSHION COVER
20X18 VISCORIDE CUSHION COVER	310-0506	20X18 VISCORIDE CUSHION COVER
Prevaseat w/ Tempur, 18 x 16 Stretch	350-0503	Prevaseat w/ Tempur, 18 x 16 Stretch
Prevaseat W/ Tempur, 18 X 18, Stretch	350-0505	Prevaseat W/ Tempur, 18 X 18, Stretch
Prevaseat W/ Tempur, 20 X 18, Stretch	350-0507	Prevaseat W/ Tempur, 20 X 18, Stretch

### **Recommended Replacement Products:**

Current SKU	New SKU	Description
All	No Alternative	N/A

*\*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.

### **Timeline of Events:**

Active Retirement Mode	Joerns will no longer manufacture the noted SKUs after this date.	12/31/2022
Limited Retirement Mode	Joerns will no longer sell the noted SKUs after this date.	6/30/2024
End of Service	Joerns will no longer offer service parts for the product after this date.	6/30/2024

**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 will remain in inventory for seven 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.