

Product Retirement Notice

PRN #022025-001

Feb 06, 2025

Joerns Healthcare Announces End of Life Plan for DermaFloat LR, TurnCair and CairTurn Mattresses

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:

Turning mattresses affected

- Dermafloat LR, TurnCair and CairTurn systems

This retirement notice attempts to identify all SKUs affected by the discontinuation of the Dermafloat LR, TurnCair and CairTurn turning mattress systems. 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
DFLR system 36"	DFLR-3680NZ	DERMAFLOAT LR MATTRESS SYSTEM 36x80
DFLR mattress	DFLR-3680-M	DERMAFLOAT LR MATTRESS 36x80
DFLR control unit	DFLR-CU	DERMAFLOAT LR CONTROL UNIT
DFLR system 42"	DFLR-4280NZ	DERMAFLOAT LR MATTRESS SYSTEM 42x80
DFLR mattress	DFLR-4280-M	DERMAFLOAT LR MATTRESS 42x80
DFLR system 48"	DFLR-4880NZ	DERMAFLOAT LR MATTRESS SYSTEM 48x80
DFLR mattress	DFLR-4880-M	DERMAFLOAT LR MATTRESS 48x80
TurnCair 36"	TCLR-3680NZ	TURNCAIR SYSTEM, 36"x80"x11", LR, LAL
TurnCair mattress	TCLR-3680-M	TURNCAIR MATTRESS, 36 x 80IN
TurnCair control unit	TCLR-CU	TURNCAIR CONTROL UNIT
TurnCair 42"	TCLR-4280NZ	TURN CAIR 42 x 80 SYSTEM
TurnCair mattress	TCLR-4280-M	TURN CAIR 42 x 80 MATTRESS
TurnCair 48"	TCLR-4880NZ	TURNCAIR SYSTEM, 48" x 80"
TurnCair mattress	TCLR-4880-M	TURNCAIR MATTRESS 48" x 80"
TurnCair 36" for UK	TCLRUK-3680NZ	TURNCAIR SYSTEM, 36x80, UK
TurnCair 48" for UK	TCLRUK-4880NZ	TURNCAIR SYSTEM, 48x80, UK
TurnCair cntrl unit UK	TCLRUK-CU	TURNCAIR CONTROL UNIT, 220V, UK
CairTurn 36"	CTLR-3680NZ	CAIRTURN RT 36X80 SYS
CairTurn mattress	CTLR-3680-M	CAIRTURN RT MATTRESS, 36" x 80"
CairTurn control unit	CTLR-CU	POWER UNIT, CAIRTURN RT

Recommended Replacement Products:

Current SKU	New SKU	Description
DFLR [all]	DFLAL [multi sizes]	DermaFloat LAL Mattress Replacement System [multi sizes]
	DLPH [multi sizes]	Dolphin FIS Mattress Replacement System [multi sizes]
TCLR [all]	TXCLAL [multi sizes]	TXCair Plus Mattress Replacement System [multi sizes]
	DLPH [multi sizes]	Dolphin FIS Mattress Replacement System [multi sizes]

Product Retirement Notice

CTRLR [all]	TXCLAL [multi sizes]	TXCair Plus Mattress Replacement System [multi sizes]
	DLPH [multi sizes]	Dolphin FIS Mattress Replacement System [multi sizes]

*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 phase out of old model.

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.	Jul 29, 2022
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.	Dec 31, 2024
End of Service	Joerns will no longer offer service parts for the product after this date.	Dec 31, 2025

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>.

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

Product Retirement Notice

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.