

Product Retirement Notice

PRN #082021-001

Aug 26, 2021

Joerns Healthcare Announces End of Life Plan for Select Bed Panel Finish Options and Styles

This notice serves as formal communication of Joerns Healthcare, Inc.'s intent to initiate the Limited Retirement Mode (LRM) 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 products. The following product(s) are affected:

- Veneer Bed Panels in Transitional, Classics, and Chesapeake Deluxe
- Veneer finishes retiring Natural Maple, Millwork Cherry, Valley Oak, Wild Cherry, Chestnut, and Warm Walnut
- Veneer finishes retiring (in select models) Quartered Oak, Spiced Cherry, and Bayou Walnut

This retirement notice attempts to identify all SKUs affected by the discontinuation of the Veneer Panels in specific finishes. 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. Refer to Joerns.com for the Bed Panel Spec Sheet for current available options. If you are unsure of a specific SKU, please contact your Joerns representative for clarification.

Products:

Product Name	SKU	Description
Veneer Classics	BEDPANEL + Listed Finish	35" W; in Natural Maple, Millwork Cherry, Valley Oak, Wild Cherry, Chestnut, and Warm Walnut
Veneer Classics	EXTPANEL + Listed Finish	42" W; in Natural Maple, Millwork Cherry, Valley Oak, Wild Cherry, Chestnut, and Warm Walnut
Veneer Transitional	BEDPANEL + Listed Finish	35" W; in Natural Maple, Millwork Cherry, Valley Oak, Wild Cherry, Chestnut, and Warm Walnut
Veneer Transitional	EXTPANEL + Listed Finish	42" W; in Natural Maple, Millwork Cherry, Valley Oak, Wild Cherry, Chestnut, and Warm Walnut
Veneer Chesapeake Deluxe	BEDPANEL + Listed Finish	35" W; in Natural Maple, Millwork Cherry, Valley Oak, Wild Cherry, Chestnut, Warm Walnut, Quartered Oak, Spiced Cherry, and Bayou Walnut
Veneer Chesapeake Deluxe	EXTPANEL + Listed Finish	42" W; in Natural Maple, Millwork Cherry, Valley Oak, Wild Cherry, Chestnut, Warm Walnut, Quartered Oak, Spiced Cherry, and Bayou Walnut

Recommended Replacement Products:

Current SKU	New SKU	Description
Veneer Finish Natural Maple	Veneer Finish Quartered Oak or Laminate option	Quartered Oak light-colored panel offering
Veneer Finish Millwork Cherry	Veneer Finish Spiced Cherry	Spiced Cherry medium-colored panel offering
Veneer Finish Wild Cherry	Veneer Finish Spiced Cherry	Spiced Cherry medium-colored panel offering
Veneer Finish Valley Oak	Veneer Finish Quartered Oak	Quartered Oak light-colored panel offering
Veneer Finish Chestnut	Veneer Finish Quartered Oak or Bayou Walnut	Quartered Oak light-colored panel offering / Bayou Walnut deep-colored grain panel offering
Veneer Finish Warm Walnut	Veneer Finish Bayou Walnut or Cordovan	Bayou Walnut deep-colored grain panel offering / Cordovan deep, reddish-brown panel offering
Chesapeake Deluxe Finish - All	Chesapeake Deluxe Finish Cordovan	Cordovan deep, reddish-brown panel offering

*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:

Joerns Healthcare revised healthcare bed frame bed panel portfolio in four (4) select finishes represents the preferred finishes in a range of light to dark requested by customers and consistent with the leading care environments.

Price Increase:

Understanding it can be difficult to switch to a new product, Joerns Healthcare is pleased to announce all current veneer bed panel options will continue to be available in the above range of finishes at comparable pricing. Joerns Healthcare will continue to supply spares in the previous finishes while supplies last {Spares availability is based on currently supported healthcare bed frames}.

Timeline of Events:

Active Retirement Mode	Joerns will no longer manufacture the noted frame SKUs after this date.	12/31/2021
Limited Retirement Mode	Joerns will no longer sell the noted frame SKUs after this date.	12/31/2021

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.