

End of Expected Service Life, Discontinuation, Obsolescence & Replacement Programmes

Dear Customer,

Arjo is committed to providing quality products and programmes that enhance the care and safety of patients, residents and their care givers.

As part of our continuing process of product improvement and responsible product life-cycle management, products in the field which are no longer manufactured, and have reached the end of their 'expected service life' as defined in their instructions for use, are first discontinued and then obsoleted from the Arjo portfolio.

A number of products in our extensive patient handling, hygiene, disinfection, medical beds, trolleys, couches, furniture, therapy surfaces and VTE product portfolios are in a discontinuation phase and will be obsoleted in the near future.

Discontinuation means that the products are no longer manufactured but can still be sold, rented, inspected, maintained, repaired, serviced and supported as long as there are spare parts and service kits available.

Products in a discontinuation phase will gradually be transitioned to an "obsolete" status with final obsolescence dates being dependent on the specific products. For further information on the final obsolescence dates for your products, please contact your local Arjo representative or customer services on the telephone numbers below.

After the date of final obsolescence, Arjo will no longer be able to sell, rent, inspect, maintain, repair, service, or support the products.

This letter is to advise you that, to the extent permitted by law, Arjo is unable to accept liability for any adverse events causing loss, damage or injury if obsoleted products have been inspected, serviced, maintained, repaired or otherwise supported by another service provider, have non genuine parts fitted and / or remain in clinical use following their obsolescence.

If your product or products cannot be serviced, repaired or supported and returned to use, Arjo can help you to identify appropriate alternative products that have some or all of the features, functions and benefits of the 'obsoleted' products that need to be replaced.

Arjo can also offer preferential terms and flexible ownership options for customers wishing to replace their obsolete products on a one for one basis.

To further help with your future equipment planning, we are also able to offer you a complimentary capital planning - ProACT™ - consultation, designed to provide you with a complete overview of your on-site equipment needs and written guidance which can identify products which might help you to meet the evolving needs of your facility.

For additional information or assistance, please contact your local Arjo Sales Representative or our 24 hour customer services department on 0845 734 2000 (Houghton Regis), 0845 611 4114 (Gloucester) or 028 90 502000 (Belfast) or (01) 809 8960 (Dublin).

Yours faithfully



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Frequently Asked Questions

Why does Arjo discontinue and obsolete its products?

As part of its continuing process of responsible product life-cycle management, products beyond their expected service life are first discontinued and then obsoleted. This ensures that product in the field performs as expected and experienced during validation and verification.

What is the definition of ‘expected service life’?

In accordance with the “Operating and Product Care Instructions” (Information For Use), products have a variable expected service life from the date of manufacture.

Expected service life information can be found in the “Operating and Product Care Instructions” (Information For Use).

This expected service life assumes that they have been cared for and serviced in accordance with the recommended, published “Operating and Product Care Instructions” and the ‘Preventive Maintenance Schedule’.

This means that:

- The equipment is maintained to the minimum requirements as published in the ‘Preventive Maintenance Schedule’ found in the service manual
- The equipment is only used for its intended purpose, and is operated within the published limitations
- Only Arjo designated spare parts have been used at service or repair

What is the meaning of the term ‘discontinuation’?

The product is no longer manufactured and has entered an end of life programme.

What happens during the ‘discontinuation’ phase?

During the discontinuation phase, Arjo will continue to provide service and support on a “Best Effort” basis to ensure products are inspected (as per regulatory requirements including LOLER and PUWER etc.), maintained, repaired, serviced and supported as long as there is supporting stock of critical spare parts and service kits.

What does “Best Effort” support mean?

Best Effort support may be offered as a modification to another contract level of service when there is a valid reason why the contracted level of service cannot be provided – i.e. limited or non-availability of critical spare parts and service kits.

Best Effort support makes provision for the obsoleted items on the service contract to be excluded either by Arjo or the customer without charge, with the parties’ mutual agreement.

This modification to the level of service may include, but not limited to, one of the following;

- Inspection, maintenance, repair, service and support of equipment that is beyond the manufacturer's expected service life
- Supply of genuine spare parts (if available) for equipment that is beyond the manufacturers expected service life

What happens if you have a service contract in place when products enter a discontinuation phase?

As part of the discontinuation phase communications, Arjo will communicate the length of the discontinuation phase and the provisional obsolescence date during any contract renewal discussions.

In addition, Arjo service engineers will document in the Service Work Report that the product is within its discontinuation phase during service and repair visits. Customers may receive an engineer's report advising the date a product may be obsoleted prior to contract renewal discussions.

Arjo will always endeavour to advise the final obsolescence date at the earliest opportunity.

What happens if spares or service kits become obsolete during 'discontinuation'?

As the discontinuation phase is often the equivalent of the expected service life and can last for many years, it is likely that the volume of spare parts will reduce significantly towards the end of the discontinuation phase.

Why do spares become obsolete during the 'discontinuation' phase?

One example would be that our suppliers may stop the supply of components used as spares or service kits.

What is the meaning of the term 'obsolete'?

Obsolete means that the product is no longer manufactured and cannot be sold, rented, inspected, maintained, repaired, serviced, or supported by Arjo. This also means that genuine spare parts will be obsolete and no longer be available.

To the extent permitted by law, Arjo is unable to accept liability for any adverse events causing loss, damage or injury involving obsoleted products that have been inspected, serviced, maintained, repaired or otherwise supported by other providers, have non genuine parts fitted and/or remain in clinical use following their obsolescence.

What happens if you have a service contract in place when products become

obsolete?

The engineer will document the obsolete status and recommend replacement on the Service Work Report. At this point Arjo will not be able to sell, rent, inspect, maintain, repair, service or support the product.

Can customers continue to use obsolete Arjo products?

Yes. Arjo are not authorised to condemn, or remove obsoleted products from use unless the customer asks us to do so as part of an agreed replacement programme.

At this point Arjo will not be able to sell, rent, inspect, maintain, repair, service or support the product.

To the extent permitted by law, Arjo will be unable to accept liability for any adverse events causing loss, damage or injury involving obsoleted products that remain in clinical use following their obsolescence.

Can other companies support obsolete Arjo products?

Yes. Arjo are not authorised to prevent customers using obsoleted products.

To the extent permitted by law, Arjo will be unable to accept liability for any adverse events causing loss, damage or injury involving obsoleted products that have been inspected, serviced, maintained, repaired or otherwise supported by other providers, have non genuine parts fitted and/or remain in clinical use following their obsolescence.

To note: Arjo is not attempting to exclude liability where not permitted by law.

Can other companies use non genuine parts on obsolete Arjo products?

Yes. Arjo are not authorised to prevent customers using non genuine parts on its products.

To the extent permitted by law, Arjo will be unable to accept liability for any adverse events causing loss, damage or injury involving obsoleted products that have been inspected, serviced, maintained, repaired or otherwise supported by other providers, have non genuine parts fitted and/or remain in clinical use following their obsolescence.

To note: Arjo is not attempting to exclude liability where not permitted by law.

What can Arjo do to help our customers with obsoleted products?

Arjo can offer flexibility and choice with regards to selection of, and payment for, equipment by working in partnership with our customers and providing various ownership options:

- ProAct Consultation and Assessment
- Equipment Loan (Subject to availability)
- Capital purchase
- Deferred payment options
- Flexible rental contracts (short & long term options)
- Leasing option