

End of Life Announcement

Product Name: MEDiC (MEDiC-A02)

Iron Bow announces the end-of-sale and end-of-support dates for the MEDiC-A01 portable telehealth unit. Customers with active service contracts will continue to receive support from the Iron Bow Client Support Center (CSC) as shown in Table 1 of this EoL announcement.

- Table 1 describes the end-of-life milestones, definitions, and dates for the affected product(s).
- Table 2 lists the product part numbers affected by this announcement.
- Table 3 identifies replacement products.

Table 1. End-of-Life Milestones and Dates

Milestone	Definition	Date
End of Sale Date	Remaining inventory will be available while supplies last	05/01/2019 or later
End of Service Contract Renewal Date	The last date to extend or renew a service contract for the product.	8/31/2023
End of Support	After this date, all support services for the product are considered end of life, and no commitments are made to provide for phone support, repair service or replacement parts.	8/31/2024

Notes on End of Life Support

- Customers must maintain continuous service contract coverage to retain full support on a product.
- Repair services are subject to component availability. Iron Bow will take efforts to ensure all components are available for repair and service of sold products for the duration of the expected service lifetime.
- Customers without a support contract can, at Iron Bow’s discretion, contract for repair parts or service on a time and material basis.

Table 2. Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description	Additional Information
MEDiC-A02	Mobile Exam Device Case – MEDiC™ – for Telehealth	

Table 3. Replacement Part Number(s) released as part of this announcement

Replacement Product Part Number	Replacement Product Description	Additional Information
MEDiC-B01	Mobile Exam Device Case – MEDiC™ – for Telehealth	Availability date to be announced.

For any questions related to this announcement, please contact Iron Bow Healthcare Solutions at 800-338-8866.

All information in this announcement is subject to change without notice.