

Tollos End-of-Support Policy

****Expected Service Life / End of Life****

Overview

Safe-Patient-Handling products are continually improving; newer technologies are being adopted at exponentially faster rates. Tollos is committed to maintaining an innovative attitude towards product development. We extend every effort to ensure Tollos' products offer the very best patient handling solutions available to caregivers; however, component availability, technological obsolescence, third-party licensing, distribution restrictions, and other market constraints directly impact the types of products and services that Tollos is able to offer to its customers.

The expected service lift of Tollos lift products is ten (10) years from the date of manufacture. At the end of the ten (10) years of service, the product enters the End of Service (EOS) phase for two (2) years, at which point Tollos will provide best effort support. At the end of the two (2) year EOS phase, the product will reach End of Life (EOL), at which point the product will no longer be supported.

Definitions

Expected Service Life (ESL) is the period following manufacture of a product that Tollos will make a good faith effort to guarantee parts availability. The ESL for patient lift products is ten (10) (see references). ESL should not be confused with useful service life. The useful service life is the life cycle of the product based on the maintenance provided and the use to which the product is subjected. A heavily used or poorly maintained product will reach the end of useful life sooner than a seldomly used and well-maintained product. Slings are not Included In this definition (see **End of Support (EOS)** occurs when a product is in service for ten (10) years and has reached the end of its ESL. Products that have reached the End of Support phase will be provided with Best Effort Support for 2 years.

Best Effort Support is dependent on parts availability and/or technical resource availability.

End of Life (EOL) is when Tollos can no longer provide any level of support for a product. This is sometimes called obsolescence. Tollos will advise customers through the customer portal at www.tollos.com when best effort support can no longer be provided, placing the product at EOL. EOL generally occurs twelve (12) years after the manufacture date of the product.

Good Faith Effort means that Tollos will provide parts during the ESL of Its products but will not be liable for situations beyond the company's control. An example of such a situation would be if or when a supplier stops the manufacture of a component that is used as a service part.

Discontinuation and Support

Tollos reserves the right to discontinue the manufacturing, distribution, and licensing of any products, as well as applicable services offered to its customers, at its sole and absolute discretion.

Tollos will provide support for discontinued products for the Expected Service Life of the product or medical device. The Expected Service Life (ESL) of the product is ten (10). Following the discontinuation phase, the product will reach End of Support (EOS). Tollos will provide Best Effort Support for an additional two (2) years beyond the EOS date, at which point the product will have reached End of Life (EOL).

Tollos is not authorized to prevent customers from using products that have reach EOL, or to prevent customers from using non-genuine parts and service on its products, but to the extent permitted by law, Tollos will not accept liability for any adverse events. This includes, but is not limited to, loss, damage, or injury involving EOL products using non-genuine parts and/or service. Please refer to Tollos' Terms and Conditions.

A table of discontinued products and their respective EOS and EOL dates is attached as Appendix A.

References

Healthcare Technology Management Information Blog:

<https://ohiocea.files.wordpress.com/2011/04/medical-equipment-life-expectancy-list.pdf>

Biomedical Engineering Advisory Group Guidance Paper:

<http://cedglobal.org/download/Life%20Span%20of%20Biomedical%20Devices%20-%20Guidance%20Paper%20Final.pdf>

Note:

- Reusable slings are warrantied for a period of one (1) year from date of initial use (must be notated on the sewn label of the sling).
- Warranty becomes void in the presence of misuse, overuse, negligence, or unauthorized alteration. Tollos reserves the right to void any warranty for any condition outside of normal use.
- Please see terms & conditions for more warranty information.

Appendix A.

List of Discontinued Products - January 2022

Product Description	End of Support (Best Effort Support)	End of Life
Old style Gates and Turn Tables (pre-2015) **		X
All Tollos (T.H.E.) bathing systems		X
Handicare Quickmove		X
Airpal products		X
Ultraturn		X
All TSM Series SteadyMove products		X
Any Mobile Lifts with serial numbers starting with HW, AU, and AS		X
Ceiling lift support systems, rail systems, and gantries/trollies installed prior to 2014*	X	
Ceiling lift peripheral items to include rails, turn tables, gates, switch track, and chargers with DOM ten (10) years past	X	
Ceiling lift peripheral items to include rails, turn tables, gates, switch track, and chargers with DOM twelve (12) years past		X
All T2FX Series Ceiling Lifts	X	
Ceiling Lifts with DOM ten (10) years past	X	
Ceiling Lifts with DOM twelve (12) years past		X
Titan ML with hydraulic controls only (pre-ML10290)	X	
Mobile Lifts with DOM ten (10) years past	X	
Mobile Lifts with DOM twelve (12) years past		X

*The designs of the rail gates and turntables were changed in 2015. Tollos can support the customer with the current gate and/or turntable design, which will work as a direct replacement.

Third party product (not manufactured by Tollos) Is supported by the original manufacturer and EOS Is subject to their policies. Please see Tollos terms and Conditions at www.tollos.com.