

BBTB Date:	10 July 2018
BBTB Number:	BBTB-012
BBTB Title:	CommuniCare Support End Date
System Description:	CommuniCare Support End Date
Product(s) Affected:	CommuniCare Systems Inc AdvanceCare
Reference:	N/A
Priority:	4

- 1 - Essential:** Action is Recommended
 - 2 - Important:** Product Form / Fit / Function has been changed (may affect compatibility)
 - 3 - General:** For information / reference
 - 4 - Obsolescence:** Notification of Component or Product Obsolescence
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DESCRIPTION

The CommuniCare range of EVC equipment (including CommuniCare Advance) was launched in 2002 and ceased manufacture in 2008.

We can now confirm that due to component obsolescence we can no longer guarantee support for these products and the associated modules. However, we will continue to support the range as best we can until **1st November 2018** when all support will end. Please be aware that in the meantime some units may not be repairable should they fail.

COMPATIBILITY

It is possible to upgrade CommuniCare & CommuniCare Advance systems to use our current OmniCare range of products which can utilise the existing site wiring.

Due to the CommuniCare range of products no longer being supported from **1st November 2018** Baldwin Boxall suggests consideration / risk assessments are carried out at any sites that utilise these. We would welcome the opportunity to discuss this with you in more detail.

If you require any further information on this, or for further details on the OmniCare range of products please feel free to contact our sales team who will gladly help.

Customer Services Contact Details

For further assistance with any aspect of this Technical Bulletin please contact:

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