

<b>BBTB Date:</b>	<b>12 July 2019</b>
<b>BBTB Number:</b>	<b>BBTB-027</b>
<b>BBTB Title:</b>	<b>CommuniCare End of Availability</b>
<b>System Description:</b>	<b>CommuniCare EVC</b>
<b>Product(s) Affected:</b>	<b>CommuniCare EVC Systems</b>
<b>Reference:</b>	<b>N/A</b>
<b>Priority:</b>	<b>4</b>

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**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 had previously stated the Support End Date of 1st November 2018 on BBTB-012, however there was still a limited availability of some components. **These stocks are now exhausted so it is not possible to purchase any new CommuniCare Product.** We will endeavour to service and support any recently purchased CommuniCare EVC products during the remainder of their warranty period, subject to component obsolescence.

## 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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