

BBTB Date:	16 September 2022
BBTB Number:	BBTB-091
BBTB Title:	BVECASE2 Support End Date Oct 2022
System Description:	VIGIL2
Product(s) Affected:	BVECASE2
Reference:	ECR4796
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

OBSOLESCENCE STATEMENT

The BVECASE2 Wall Mount VA System was manufactured between October 2007 and September 2012 and was superseded in September 2012 by the BVECASE3.

END OF SERVICE SUPPORT

We have previously published guidance (BBTB-045) that this product was nearing the end of the service support period.

We can now confirm that as of **1st October 2022** we can longer provide service support for this product.

SUGGESTED ALTERNATIVE PRODUCT

Our latest wall mountable VA System is the Eclipse5 which utilises our Vigil3 technology. These are fully supported for a minimum of 15 years from the date of purchase.

If you require any further information please feel free to contact us.

Customer Services Contact Details

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

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