



Partner Bulletin

Product Lifecycle Update – End of Sale Notification – Pulse Care

Bulletin Date: 2 March 2026

Audience

Authorized Partners, Distributors, and Resellers

Summary

This Partner Bulletin provides formal notification of an upcoming **End of Sale (EoS)** for the software product identified below. This action is the result of **discontinued and unavailable software libraries**, which prevents continued maintenance and development.

This lifecycle transition follows established industry practices for regulated healthcare and clinical communication systems and is intended to support partner planning, inventory management, and timely customer communications.

Affected Product(s)

- **Product Name:** Pulse Care
 - **Model / SKU:** UT0020 Pulse Care
 - **Replacement Product:** Pulse Devices (e.g., IP-TSNS-2 or IP-APP2), *now available*
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Lifecycle Milestones

Partners should plan sell-through, fulfillment, and transition activities in accordance with the following milestones:

Milestone	Date
End of Sale (EoS)	2 March 2026
Last Time Buy (LTB)	N/A
Last Ship	30 June 2026

Milestone	Date
Last Date of Support (SW)	30 June 2026
End of Life (EOL)	30 June 2026

Note: All last-time-buy orders are subject to inventory availability and may be allocated, reduced, or declined at the manufacturer's discretion.

Partner Responsibilities

Partners and resellers are expected to:

- Discontinue promotion of the affected product after the End of Sale date
 - Communicate lifecycle status and timelines accurately to end customers
 - Manage remaining inventory to align with sell-through and support timelines
 - Support customers with migration planning prior to End of Life
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Support and Service Commitments

Through the Last Date of Support, the manufacturer will continue to provide:

- Technical support and troubleshooting assistance
- Warranty and RMA services per original hardware warranty terms
- Firmware updates and critical security patches, where applicable
- Access to current product documentation and support resources

Support services may be limited or unavailable after the Last Date of Support due to parts availability.

Medical Device and Regulatory Notice

If this product is used as part of a **medical device system** or in a regulated healthcare environment:

- The product is not intended for use beyond the published lifecycle milestones
- Continued use after Last Date of Support or End of Life may result in regulatory non-compliance
- The manufacturer does not guarantee regulatory compliance, safety, or performance beyond the Last Date of Support
- Partners are responsible for advising customers to assess, validate and transition systems in accordance with their applicable regulatory requirements

This bulletin does not modify existing contractual, regulatory, or quality system documentation.

Recommended Next Steps

- Review inventory and outstanding commitments
- Notify affected customers promptly
- Engage sales or technical contacts for approved replacement solutions
- Research the Replacement Product(s) to determine suitability for customers (product Cut Sheets are available through the Zendesk portal)

Partner Contact Information

For questions regarding this bulletin or lifecycle transition support, contact your local Austco representative. All product End of Sale and End of Life announcements can be accessed at <https://austco.com/product-end-of-sale-end-of-life-list/> .

Austco Healthcare

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