

CSA#: 2017-0041\R00 **Date:** October 10, 2017
Distribution: Domestic & International
Effective Date: October 31, 2017 **Valid Through:** No End Date
Product Group: IONM
Products: Cascade 16 & Cascade Elite
Approved By: Melissa Kirkup, IONM Product Manager

Obsolescence of Cascade 16 & Cascade Elite



Introduction

Cadwell Industries, Inc. has formally announced product obsolescence for the Cascade 16 (released in 2002) and Cascade Elite (released in 2007) IONM systems. This obsolescence announcement applies to the hardware components of the products.

When will this come into effect?

October 31, 2017, the Cascade 16 and Cascade Elite become obsolete and will **no longer be available for purchase**. The Cascade 16 and Elite quote forms have been updated to expire on October 31, 2017; last orders must be received by this date.

October 31, 2024, the Cascade 16 and Cascade Elite officially **reach End of Life**. Application and service support will continue until this date. Service and support after this date will be determined on a case-by-case basis, based on parts availability.

Are there any exceptions?

Obsolescence of Cascade 16 and Cascade Elite applies to all countries where Cascade Pro and/or Cascade IOMAX are already registered. The countries where only Cascade Elite is registered can continue to sell this device until registration of Cascade IOMAX is complete. Distributors are encouraged to ensure that the most recent Cadwell products are registered



and available in their markets in a timely fashion. Please contact Cadwell's QA/RA department (Quality@Cadwell.com) with any questions regarding product registration or availability in your market.

What does Obsolescence mean?

During obsolescence, the product in question will no longer be available for purchase, but application and service support from Cadwell will continue. Please be advised that while Cadwell has made concerted efforts to plan and reserve parts necessary to service Cascade 16 and Cascade Elite for the ensuing 7 years until official End of Life, commitment to service repairs is subject to parts availability. These services will remain available to Cascade customers until the scheduled End of Life.

What does End of Life mean?

When a product reaches End of Life the regular services for the product such as repairs and calibration services will be discontinued, handled on a case-by-case basis, and will be subject to parts availability.

Refurbished Systems

Refurbished Cascade 16 are no longer available for sale in any market. Refurbished Elite systems can be sold in the United States until October 31, 2017.

Accessories

Accessories currently listed in the consumables catalog will continue to be available through the Supplies & Accessories Department until further notice.

What materials can I provide to my current Cascade customers regarding this announcement?

A letter is available for distribution upon request of the customer.

Can my customers upgrade their software?

Customers with Cascade 16 or Elite can continue to upgrade their software until such time that the software no longer supports these systems. This includes upgrading by adding BAEP, VEP, EEG, Remote Monitoring, Video, etc. and/or moving from Classic to Surgical Studio.

What are my customers' other options?

Customers should be encouraged to trade up to current platforms, including Cascade Pro and Cascade IOMAX.