



Technical / News Bulletin

UK

BULLETIN NO.:

TB UK068

DATE ISSUED

04/01/2017

BULLETIN DETAILS

Product Group:	JCM		
Models Affected:	Triton Version 3		
Effective Date:	March 1st 2017	Serial No. Effective From:	N/A
Bulletin Subject:	Notification of discontinuation of service and support for Triton version 3		

Description:

As part of our continuous efforts to improve the service and products we provide to our customers, JCM takes great pride in the periodic updating and enhancement of our market leading postural management systems. Whenever an update is released this will supercede the previous model, although JCM are delighted to be able to continue offering support for the older model; assessments, reviews, refurbishment and spare parts.

However, it becomes increasingly difficult to manufacture and supply spare parts for an obsolete model as time passes. The Triton Version 3 was discontinued just over 5 years ago and spare parts are no longer available to support continued use of this model.

This does not mean that the Version 3 model should be discarded, merely that its continued use is at the discretion of the owner as JCM cannot continue to supply spare parts.

Moving forward all seating requirements can be perfectly met by the Version 4 model, and JCM are obviously happy to continue offering the highest standards of support in this regard.

If you have any older Triton models:

If there is any concern at all as to whether a Version 3, or indeed any JCM product is suitable to use, JCM are proud to announce its Product Advisory Service. If requested, a JCM representative will attend and formally inspect all JCM products required using an Inspection Checklist to highlight what, if any, aspects of the product need attention. All being well, the product is available to use with whatever parts/adjustments etc are required to ensure it matches the new user's requirements. (NOTE: For a Version 3 additional parts are no longer available, but it may be that the existing configuration is suitable to be used at the prescriber's discretion.)

If the product fails the inspection for reasons that cannot be rectified then it is recommended for decommission and removal from the fleet. JCM recognises that this is a difficult time so is happy to announce a further initiative – the JCM Restock Saving Scheme whereby JCM will offer a 10% saving off any new product purchased if yours is no longer supported, has been discontinued or condemned.

If you have any queries at all then please don't hesitate to contact your local JCM Product Advisor.

Customer Services			
Telephone:	+44 (0)845 605 66 88 Option 4	E-mail:	jcm@sunmed.co.uk

Product Advisory Service Inspection Check List



Product/Size: Model Supported/Current? Yes No
 Serial Number: Inspection Date: / /

Site address:

1. Serial number located; seat and base	Pass: <input type="checkbox"/>	Fail: <input type="checkbox"/>
2. Main frame: check any weld points, fixings including plastic points and joints	Pass: <input type="checkbox"/>	Fail: <input type="checkbox"/>
3. Nuts and bolts of the unit – are they all there and where necessary tight, corrosion free and the correct length and type.	Pass: <input type="checkbox"/>	Fail: <input type="checkbox"/>
4. Main components of seat and back cushions and covers; including foam integrity	Pass: <input type="checkbox"/>	Fail: <input type="checkbox"/>
5. Main accessories supplied with the unit, e.g. head rest, laterals, pommel	Pass: <input type="checkbox"/>	Fail: <input type="checkbox"/>
6. Harnesses and lap straps; with points of attachment and clasps.	Pass: <input type="checkbox"/>	Fail: <input type="checkbox"/>
7. Functional castors and brakes	Pass: <input type="checkbox"/>	Fail: <input type="checkbox"/>
8. Moving parts – high/low base and tilt in space functionality	Pass: <input type="checkbox"/>	Fail: <input type="checkbox"/>
9. Does the unit have a set of user instructions appropriate to the unit?	Pass: <input type="checkbox"/>	Fail: <input type="checkbox"/>
10. Base condition is the correct base for product in situ.	Pass: <input type="checkbox"/>	Fail: <input type="checkbox"/>

Actions required to make safe for re-issue:

Part Code:	Description:	Price:
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Advisory Notes:

- Pass Inspection - Current Product** – Safe for Issue
- Fail Inspection - Current Product** – Remedial action required

- Pass Inspection - Discontinued Product** – Safe for Issue – subject to agreed actions
- Fail Inspection - Discontinued Product** – Immediate Decommission

JCM Representative Signature: Date: / /

JCM Restock Saving Scheme:

JCM offer a 10% saving off any new product purchased if yours is no longer supported, discontinued or condemned*

JCM Representative

In exchange for the decommissioning of this model JCM agree to give 10% off a new order when presented with the discount code:

Customer

I hereby agree to decommission this model in exchange for 10% off a new JCM product:

Discount Code:	Signature:	Name:	Signature:
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*10% saving applies to new product orders only (full unit), not parts orders and is valid for the Sunbeam, Star, Neptune, Jupiter, Triton and Aurora only. JCM reserves the right to withdraw this discount at any time.