



Philips RS North America LLC  
6501 Living Place, Pittsburgh, PA 15206

October 31, 2023

Subject: Update on the Actigraphy wrist-worn devices end-of-support

Dear Valued Customer,

Due to the discontinuation of the Philips business that produces Actigraphy products, Philips has to accelerate the end of support for the actigraphy products. We apologize for this inconvenience.

**Actiware and Actiwatch:**

The Actiware, Actiwatch 2, Actiwatch PRO, and Actiwatch Plus products' end of support is December 29, 2023.

The products impacted are identified below.

Part Number	Description
1101894	Actiwatch Spectrum Plus
1099351	Actiwatch Spectrum PRO
1109515	AW Spectrum PRO startup
1109516	AW Spectrum Plus startup
1048090	Actiwatch 2 Device
1044809	Actiwatch 2 System
1104775	Actiware Software Pkg. (License & CD)
1114828	Actiware Software additional license
1143911	Actiware Software CD, US Gov.
1048092	Actiwatch 2 Communication Dock System

**Philips Health Band:**

The Philips Health band product end of support is December 29, 2023.

Access to the mobile applications and web application portal for the Philips Health band will be available until the end of March 31, 2025.

The products impacted are identified below.

Part Number	Description
422210064071	DL7421/11 BLACK Small System (Including the health band, charging cradle and package)
422210064081	DL7421/21 BLACK Large System (Including the health band, charging cradle and package)
1144925	Charger Cradle
1145300	PASS 1 year Access License
1145301	PASS 5 year Access License
1147614	PASS Trial Kit
1150182	PASS, EU 1 year Access License
1150183	PASS, EU 5 year Access License
1150869	PASS EU Trial Kit

## **Actical:**

The Actical products were discontinued in 2020. The products' end of support is December 29, 2023.

The products impacted are identified below.

Part Number	Model description
1081737	Actical
1081986	Animal Actical
1081738	Actical SW

## **Repairs/Replacement outside of existing warranty:**

All devices that have no applicable warranty may be sent for repair to Philips until December 15, 2023. Philips, at its option, will advise customers as to repair or replace options and applicable fees until Feb 15, 2024. Some devices may not be repairable or replaceable. Both repaired devices or replacement devices sent by Philips to the Customer will not be eligible for further repair or replacement and are provided on an "as is" basis. Philips makes no warranties, express or implied, and hereby disclaims all implied warranties, including without limitation any warranty of merchantability and warranty of fitness for a particular purpose.

## **Repairs/Replacement of existing warranty:**

All devices that have applicable warranty may be sent for replacement/repair to Philips until Feb 15, 2024. Warranty complaints after Feb 15, 2024, Philips, at its option, will only issue credits. Both repaired devices or replacement devices sent by Philips to the Customer will not be eligible for further repair or replacement and are provided on an "as is" basis. Philips makes no warranties, express or implied, and hereby disclaims all implied warranties, including without limitation any warranty of merchantability and warranty of fitness for a particular purpose.



For all product-related questions, please contact us at [Respironics.service10@philips.com](mailto:Respironics.service10@philips.com).