



Product Discontinuation Notice Update

Tempus IC2 Part number 00-2001-R and i2i Reachbak

02 September 2026

Dear Customer,

In November 2023 we provided a product discontinuation notice advising that Tempus IC2 and the i2i Reachbak telemedicine system would be turned off on the 28th February 2027. We are providing this update as unfortunately we need to bring the end-of-life dates forward to 31st December 2026 due to BT infrastructure changes that phase out legacy ISDN/PSTN lines required for i2i Reachbak Telemedicine.

Existing Tempus IC2 units will be supported and can continue to be used until the end-of-life dates in the table below.

Device	Product code	End of Manufacture	End of Life	Comments
Tempus IC2	00-2001-S	Jan-20	Jan-25	All support has finished for this device
	00-2001-T			
Tempus IC2	00-2001-R	Feb-22	31 Dec-26	RDT will endeavor to continue to provide training, accessories and service parts, subject to availability
i2i Reachbak Telemedicine	N/A	Feb-22	31 Dec-26	i2i Reachbak Telemedicine will no longer be available after 31 st December 2026

We appreciate you are actively transitioning to other solutions, however the following accessories supporting Tempus IC2 are still available to be purchased from us, although stock is limited and once depleted, we will no longer be able to offer these products. Please place last time buys as soon as possible if the below products are required.

Product Name	Product Code
Tempus IC2 Li-ion Battery	01-2029
Bag Front Pocket Clip	01-1035
FilterLine CO2 Adult Nasal x25	01-2206
Tempus Blood Pressure Cuff-Adult Cuff (23-33cm)	01-1002
Tempus Blood Pressure Cuff - Large Adult Cuff (31-40cm)	01-1003
Tempus Blood Pressure Cuff - Child Cuff (12-19cm)	01-1004
NIBP Hose 4ft.	01-1006
MasimoSET M-LNCS DBI Adt SpO2 Reusable Sensor - Boot	01-2089
Battery Charger	01-1012

If you have any questions please contact RDT_Marketing@philips.com and we will be happy to help.

For technical support and service, please contact RDT_Techsupport@philips.com.

Yours sincerely

Travis Rager

Sr Director, Business Execution & Strategy

Heartstream