

Cochlear[™] Kanso[®] 1 Sound Processor (CP950) end of service and support commonly asked questions for professionals

January 2024

Frequently asked questions

What does end of service and support mean for me and my patients?

After **September 30, 2025**, your patients will no longer be able to purchase parts and accessories for the **Kanso 1 Sound Processor** and Cochlear will no longer be able to repair them.

Why is Cochlear ending service and support for Kanso 1?

The decision to phase out production and support of aging technology is made carefully, considering multiple factors. We understand that managing multiple Cochlear products and parts adds complexity to your hearing health practice. When older devices are discontinued and sound processors with advanced technology are introduced, we will continue to support you and your patients through the transition.

When is the end of service and support for the Kanso 1 Sound Processor in the United States?

End of Sale 1-Year Service Agreement – As of September 30, 2024, Cochlear will no longer sell 1-year service plans for Kanso 1. Support and repairs will continue.

End of Support – As of September 30, 2025, Cochlear will no longer support the Kanso 1 Sound Processor. If your patient's sound processor stops working, Cochlear cannot repair it. Or, if your patient loses a part or accessory, Cochlear cannot replace it. Your patient can work with our Reimbursement and Insurance Services team to understand their coverage on a new sound processor or leverage our trade-in program to self-pay for an upgrade.

When is the end of service and support for the Kanso 1 Sound Processor in Canada?

End of Sale 1-Year Service Agreement – As of September 30, 2024, Cochlear will no longer sell 1-year service plans for Kanso 1. Support and repairs will continue.

End of Support – As of September 30, 2025, Cochlear will no longer support the Kanso 1 Sound Processor. If your patient's sound processor stops working, Cochlear cannot repair it. Or, if your patient loses a part or accessory, Cochlear cannot replace it. Some provincial programs and insurance companies may assist in purchasing a replacement of a patient's sound processor when end of support has been announced. Patients are encouraged to contact their local implant center to see if they may be eligible and to inquire about the various types of funding options their province offers to support an upgrade.

Why is Cochlear sending communications to my patients so far in advance?

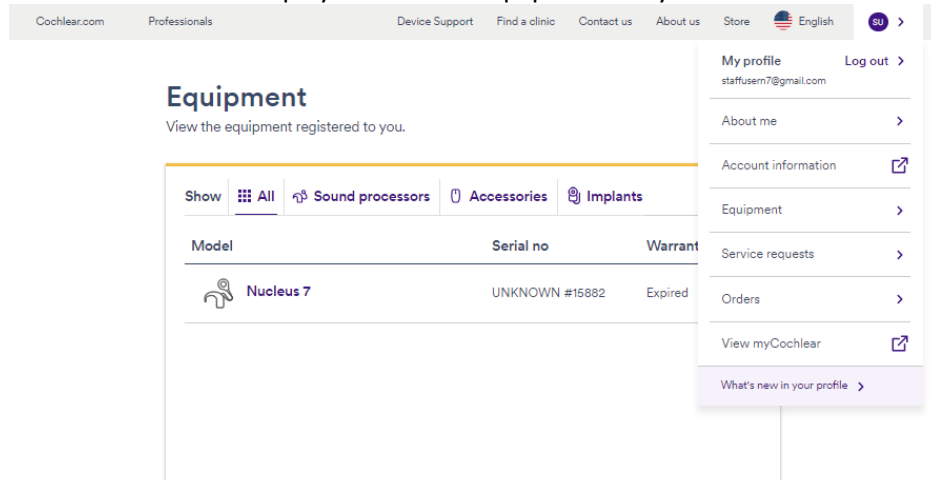
Our goal in sending these communications is to help your patients prepare for the end of service and support date and provide them with ample time to begin planning for an upgraded sound processor, if and when it's needed.

How does end of support impact my patient's warranty?

If you have Kanso 1 patient who is currently out of warranty and in need of repair, Cochlear can repair their sound processor up until September 30, 2025.

If you have a patient whose warranty runs past the end of support date of 9/30/2025, Cochlear will continue to honor their warranty and repair their sound processor while it is still under warranty.

Please encourage your patients to log in to their Cochlear Family account to check their warranty status by visiting www.Cochlear.com/US/Family and clicking on the "Equipment" dropdown from their profile on the top right-hand corner menu. It will display the current equipment they have as well as its warranty status.



If your patients don't have a Cochlear Family membership activated, they can activate a FREE Cochlear Family membership at www.Cochlear.com/US/Family to access tools and services designed to help them optimize their hearing experience.

Can my patients still purchase service agreements for their Kanso 1 Sound Processor?

Effective on September 30, 2024, 1-year service agreements will no longer be available to purchase for the Kanso 1 Sound Processor.

What do my patients need to do now?

If your patient's sound processor is in good working order, there is nothing they need to do at this time. Signs that their Kanso 1 is still in good order are the battery sleeve still fits snug, the button is working properly, and battery life has not changed. However, now may be a good time to introduce the idea of an eventual upgrade, the benefits and how to navigate the process. For resources to support your patients on this journey, visit our [Supporting Patient Upgrades page to learn more](#).

If their sound processor is starting to show signs of wear and tear, such as reduction in battery life or sound quality, now might be a good time to discuss an upgrade with your patient.

Refer your patients [to schedule a virtual appointment directly with one of our Upgrade Solutions Specialists](#) to get their questions answered.

Why would my patient need to upgrade if they have had their device for a short period of time?

If your patient's sound processor is in good working order, there is nothing they need to do at this time. However, if they are out of warranty and their Kanso 1 Sound Processor stops working after the end of support date, Cochlear cannot repair it. Or, if they lose a part or accessory after the end of support date, Cochlear cannot replace it.

Your patients can learn about our latest technology at any time by [visiting our upgrades benefits pages on Cochlear.com](#).

How will my patients know if they are eligible to upgrade through insurance?

A recipient will typically be deemed eligible for a medically necessary upgrade when the **device is out of warranty and one or more of the following**:

- The device has reached its "end of useful life" – usually after five or more years of continuous use
- The device is lost or stolen
- The device is obsolete, which is another way to say that the product is at end of support and service
- There is a demonstrated improvement in hearing performance with the next-generation technology

Every insurance plan varies, so we recommend having your patients reach out directly to Cochlear. They can [schedule a virtual appointment with one of our Upgrade Solutions Specialists](#) to understand their insurance eligibility.

What if my patient's insurance won't cover a new device and they are unable to get it fixed?

It is unlikely that your patient's insurance would not cover a device that is out of warranty and obsolete, which is also referred to here as end of support and service. However, we have various resources available to provide your patients with financial assistance should they need it.

Learn more about resources here: <http://www.cochlear.us/SupportResources>

Cochlear also partners with CareCredit® to offer interest-free financing plans that can spread payments over 6, 12, 18 or 24 months to help fund any out-of-pocket costs and coinsurance.

If your patients have questions about financing or payment options, they can [book a virtual appointment directly with one of our Upgrade Solutions Specialists](#) to get their questions answered. Cochlear will do everything in our power to keep your patients in sound.

How can my patient get an upgrade?

If your patient is ready to upgrade, they can choose one of the following ways to initiate their order:

- Place their order online at www.CochlearStore.com
- Email customer@cochlear.com and include their full name, date of birth, and insurance information in the body of the email.
- Call Customer Service at 1-800-587-6962

If they have questions or need guidance, they can [book a virtual appointment directly with one of our Upgrade Solutions Specialists](#).

What is my role, as the clinician, in the upgrade process?

For resources to support your patients on the upgrade journey, visit our [Supporting Patient Upgrades](#) page to learn more.

Your patients may be prompted to re-establish care with you before their order can be processed. Our Reimbursement and Insurance Services team will also be reaching out to you to collect a Letter of Medical Necessity (LMN). You can view our LMN templates in My Cochlear Clinic.

Your patients may also need to schedule a programming appointment with you after their new device ships.

Please note that cochlear implant recipients have the ability to select our “Ready-to-Wear” option on their order form. In this case, their sound processor will ship to them pre-loaded with their current programs as long as their Accepted Map Age (AMA) is within range.

For clinics utilizing Cochlear™ Link, you can review and adjust your Accepted Map Age.

For clinics who do not use Cochlear™ Link, or for patients with a Map that exceeds the AMA, you will be receive notification within my Cochlear Professional to approve a Ready-to-Wear request.

For more information about Cochlear™ Link, or to update your clinic’s AMA please contact CochlearLink@cochlear.com

How often will my patients need to upgrade? How often does new technology come out?

At Cochlear, we are continually investing in research and future innovations to provide our recipients the best listening experience, so they are able to connect fully with others and the world around them.

We recommend letting your patients know that upgrading will be a part of their hearing journey, and the decision on when to replace their sound processor is unique to them and can be made on a case-by-case basis.

This material is intended for health professionals. If you are a consumer, please seek advice from your health professional about treatments for hearing loss. Outcomes may vary, and your health professional will advise you about the factors which could affect your outcome. Always read the instructions for use. Not all products are available in all countries. Please contact your local Cochlear representative for product information.

The Kanso Sound Processor is compatible with the Nucleus Profile Plus, Nucleus Profile Series, CI500 Series, CI24RE (Freedom) Series, CI24R and CI24M implants. The Kanso Sound Processor will not be compatible with the Nucleus® 22 (N22) Implant due to the Kanso Sound Processor's size and coil type.

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