



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. (Licence & 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

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

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