



Physio-Control, Inc.
11811 Willows Road NE, P.O. Box 97006, Redmond, WA 98052
Tel 425.867.4000 Toll-free 800.442.1142

www.physio-control.com

November 1, 2011

Dear Physio-Control Customer:

Physio-Control appreciates having had the opportunity to serve your organization over the years and is grateful for your continued support. We are providing this notification to allow you time to plan for upgrading to our newer technology products at your convenience. We strive to provide repair services for our devices for at least 8 years after date of manufacture. Unfortunately, parts and components purchased by Physio-Control become obsolete which limits our ability to repair and service our products indefinitely. This letter provides the dates that we will discontinue support for our legacy and current product lines.

Physio-Control intends to provide Technical Service Support (parts and repair) for the following products until the support termination dates noted below:

Legacy Products

LIFEPAK® 500 automated external defibrillator (Biphasic)	Jan. 31, 2015
LIFEPAK 12 defibrillator/monitor (Monophasic)	Oct. 31, 2012
LIFEPAK 500 automated external defibrillator (Monophasic)	Jan. 31, 2012
LIFEPAK 20 defibrillator/monitor LIFEPAK 12 defibrillator/monitor (Biphasic) Mobile Battery Service System Lucas 1 Chest Compression System	Factory configured useful life is 8 years after date of manufacture ¹

Current Products

LIFEPAK CR® Plus AED LIFEPAK EXPRESS® AED LIFEPAK 1000 defibrillator LIFEPAK 20e defibrillator/monitor LIFEPAK 15 monitor/defibrillator Battery Support System 2 Lucas 2 Chest Compression System	Factory configured useful life is 8 years after date of manufacture ¹
LIFEPAK 12 RELI Refurbished defibrillator/monitor	Factory reconditioned useful life is 3 years after date of refurbishment ¹

Please be advised that some components for these devices may become unavailable before the support termination date. If this occurs we may not be able to make repairs, but will review with you the available alternatives.

Trade-in programs may be available to help you update your inventory. We encourage you to take advantage of any applicable trade-in programs and upgrade any devices you have that are more than eight (8) years old. Please contact your local Physio-Control sales or service representative for details.

Sincerely,

Paul Kamps, Vice President, Customer Services

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¹ Physio-Control may be able to further extend the useful life through maintenance program options. Please contact your sales or service representative for details.