



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](http://www.physio-control.com)

January 2009

Dear Customer,

At Physio-Control, we are driven by a commitment to offering our customers durable products that can take a beating – it's the philosophy behind what makes our product's LIFEPAK TOUGH™. This focus on LIFEPAK TOUGH products extends beyond our devices and into the accessories made by our Third Party suppliers. It is with great pleasure that I announce an important durability enhancement to one of these Third Party accessories – our Masimo® LNC cables and sensors.

Over the last few years, Masimo has made significant improvements to the design of the LNC patient cables and sensors used with your LIFEPAK® 12 and 20 defibrillator/monitors, making them more resistant to buckling and other physical damage that can result from kinking. Cable kink testing, conducted to test the cable until failure, replicates the majority of physical damage observed by customers. Tests show that average cycle count to failure for V3.1 LNC cables was 32,173 cycles, compared to 176 cycles for pre-V3.1 cables - an approximate 180x improvement.

These cables are already showing substantially improved durability in the field. In the recent words of one of our customers, "the heavier cable is designed more to withstand the rigors of the prehospital setting and the day to day abuse of EMS providers in the field".

To determine if your cables or sensors are V3.1, please check the lot code indicator located on a sticker on the cable. The lot code will look something like this: SSSS-XXMY. Where M is the month and YY is the last two digits of the year. For the M value, anything that comes after the letter "D" in the alphabet in 2008 is V3.1. For example, if your lot code read SSSS-XXF08 you would have V3.1 and alternatively as an example, if it read SSSS-XXB08 or -XXG07 you would not have V3.1

While we are pleased about the progress made on the cables, we are always looking for new design improvement opportunities. We will continue to work with Masimo on future design improvements to these cables and sensors. If you have questions or concerns about your Physio-Control products or Masimo cables and sensors, please contact your Physio-Control sales or service representative. Alternatively you can call Physio-Control Technical Support at 1.800.442.1142, option 5, between 6:00 a.m. and 4:00 p.m. (Pacific Time) Monday – Friday.

Sincerely,

A handwritten signature in cursive script that reads "Cameron Pollock".

Cam Pollock, Vice President, Global Marketing