



Physio-Control, Inc.  
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[www.physio-control.com](http://www.physio-control.com)

September 10, 2008

Dear Physio-Control Customer:

Physio-Control (formerly Medtronic Emergency Response Systems) appreciates having had the opportunity to serve your organization over the years and is grateful for your continued support. This letter provides projected dates for discontinuation of support for some of our older products. This notification should allow you time to plan for upgrading to our newer technology products at your convenience.

### **Legacy Products**

Technical Service Support (parts and repair) for the following products is available until the date noted below:

|   |  |
|---|--|
| LIFEPAK® 500 automated external defibrillator (Biphasic)  | Supported through January 2015         |
| LIFEPAK 12 defibrillator/monitor series (Monophasic)      | Supported through October 2012         |
| LIFEPAK 500 automated external defibrillator (Monophasic) | Supported through January 2012         |
| LIFEPAK 10 (and 10C) defibrillator/monitor/pacemaker      | Supported through April 2010           |
| LIFEPAK 9 Product Family (including 9A, 9B, and 9P)       | Supported through April 2010           |
| LIFEPAK 11 defibrillator/pacemaker                        | Support extended through November 2008 |
| LIFEPAK 11 diagnostic cardiac monitor                     | Support extended through November 2008 |

### **Current Products**

Parts and service available for 8 years after date of shipment or 8 years after September 10, 2008, whichever comes later.

LIFEPAK CR® Plus AED  
LIFEPAK EXPRESS® AED  
LIFEPAK 1000 defibrillator  
LIFEPAK 12 defibrillator/monitor series (Biphasic)  
LIFEPAK 20 and 20e defibrillator/monitor series  
LIFEPAK 15 monitor/defibrillator series  
Battery Support System2  
Mobile Battery Service System

While some components for these devices may become unavailable, we will make every reasonable effort to repair your Physio-Control product up to this support termination date.

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,

BZ Ellis, Global Director, Technical Services