



Physio-Control, Inc.
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www.physio-control.com

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Dear Valued Defibrillator Customer,

Physio-Control has partnered with our customers for over 54 years to bring you the best quality products and service in the business. We realize the constraints you may be feeling due to the current economic conditions and would like to help.

We are always looking for ways to work with our hospital customers to improve up-time and performance of LIFEPAK[®] 12 or 20 defibrillator/monitors. In order to ensure our service offerings greatly enhance your ability to maintain your equipment and control costs, we have implemented the following changes:

- Service agreement pricing reduced by nearly 60%
- The price of parts reduced for commonly replaced items
- Quantity discounts created to service multiple LIFEPAK defibrillators

Our service agreements provide prompt on-site coverage should any of your devices need servicing. Please see the back of this letter for an overview regarding our service offerings.

If you have suggestions of other service options or programs that would allow you to perform your job better, please email Jaime Thelen at jaimethelen@medtronic.com. Your feedback will help to shape future service solutions and help us create a stronger partnership with you and your organization.

I hope these service options will help provide peace of mind that your LIFEPAK defibrillators will be ready when you need them. Please refer to the information on the back of this letter regarding our hospital service offerings or feel free to contact us if you have questions or need assistance in any way. You can reach your Physio-Control Sales Consultant or a Physio-Control Customer Support Representative toll-free 1.800.442.1142.

Sincerely,

PHYSIO-CONTROL, INC.

A handwritten signature in black ink that reads "Jaime Thelen".

Jaime Thelen, Service Business Analyst

Hospital Service Solutions

Features:

- All repairs included, except for damage caused by misuse and/or abuse
- Replacement battery(s) included – batteries are replaced as needed, or on scheduled intervals depending on battery type, to assure maximum instrument performance
- Software updates at time of service – ensures product is operating at optimal software level
- Ship-In and On-Site Support available
- On-Site Support: factory-trained and authorized Physio-Control Technical Service Representatives perform repairs at your facility – is a comprehensive service program for your LIFEPAK® 20 or 12 defibrillator/monitor
 - Fast response time—our response time goal is to respond by telephone within two hours of initial call placement
 - Parts, labor and travel are included (travel charges are applied if over 50 miles)
 - Only original manufacturer parts are utilized
 - Replacement loaners available upon request
 - Device feature upgrade discounts for the 12
 - Optional coverage available which includes external case replacements
 - Pricing available on a tiered scale
 - Flexible billing options: monthly, quarterly, semi-annually, annually or one time

Benefits:

- Allows annual costs to be fixed for budgetary purposes and prevents budget overruns by eliminating unpredictable service costs
- Helps maximize uptime through proper equipment maintenance
- Hard copy documentation of Quality Assurance Inspection(s) and repairs is available and indicates your product(s) meet factory specifications
- No commitment of your resources, including personnel, test equipment or training

Price:

- 1-10 Devices: \$485.00 per device
- 11-25 Devices: \$422.00 per device
- 26-49 Devices: \$368.00 per device
- +50 Devices: \$319.00 per device
- Proactive Coin Cell Replacement and scheduled Preventative Maintenance available for an additional charge

Prices subject to change without notice.

For additional information on either solution, please contact your local field service representative at 1.800.442.1142.

