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Dear Customer,

Between its introduction in 1998 and its discontinuation in 2010, the LIFEPAK® 12 defibrillator/monitor was the premier device for emergency professionals. Because many of these devices remain in the field, we have provided full support for them over the last four years. However, as components age, it becomes increasingly challenging to source materials. We understand the impact this can have on your operations, so we are continuing a phased discontinuation process.

- We will continue to offer:
  - Bluetooth® •Capnography •Trending •100mm print option •12-lead •IP •Pacing
- The following upgrades are being discontinued:
  - NIBP •Voice Recorder •Fax •AED •EL Display •50mm print option •SpO<sub>2</sub>
- Replacement or repair support for 50mm printers is no longer available

Please note: upgrades carry a 90-day warranty from date of installation. Upgrades do not extend the overall warranty or the 8-year support timeline from the date of manufacture of your LIFEPAK 12 device(s).

For customers planning to transition away from the LIFEPAK 12 as the devices reach their end of support life, we have another product, the LIFEPAK 15 monitor/defibrillator, that will meet your needs.

The 15 is our most current technology supporting EMS and hospital customers around the world. The 15 features monitoring capabilities such as carbon monoxide (CO), SpO<sub>2</sub>, methemoglobin (SpMet), temperature, ST trending and CPR metronome and our SunVue™ display feature for improved screen visibility in bright sunlight.

We believe the 15 is the most innovative, durable and reliable monitor available today. And to ease the transition for customers, we designed the 15 with a similar user interface and form factor to the 12 which most EMS customers are already familiar with, allowing the possibility of utilizing both products in one facility or fleet.

We are committed to providing quality products. We look forward to working with you to discuss how our LIFEPAK 15 device can help support you in providing outstanding clinical care to your patients. If you have additional questions, please feel free to contact your local sales representative.

Best regards,

PHYSIO-CONTROL, INC.



Saroj Motwani  
Global Product Manager