



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

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Dear Valued Physio-Control Customer,

Product quality and reliability are of the utmost importance when it comes to choosing an automated external defibrillator (AED). We know our customers hope they will never need to use one, but when sudden cardiac arrest strikes, you need to trust that your AED will work to save a life.

At Physio-Control, we are committed to designing, manufacturing, and delivering the highest quality, most reliable and innovative emergency medical products and services in the world. Recently, we have witnessed increased regulatory scrutiny across our industry, with all major AED manufacturers experiencing extensive product recalls. As the market leader, we fully accept responsibility for raising the bar on product quality and reliability. Over the past few years, the Physio-Control team has spent countless hours improving our Quality System processes, resulting in systems and products that we believe are second-to-none in the industry, setting a new standard for others to follow. Our product quality today is the best it has been in our history.

We don't make these statements lightly - we stand behind our products 100%. To demonstrate the tremendous confidence we have in the quality of our products, we are introducing a lifetime warranty on the LIFEPAK CR[®] Plus AED. This warranty, now the longest in the industry, covers the full 8-year service life of the *CR Plus*. If something needs repair during that time period, we'll take care of it - worry free.

The *CR Plus* lifetime warranty applies to newly manufactured LIFEPAK CR Plus AEDs shipped beginning in 2010. Since we are also confident in the quality of our devices manufactured before that time, we have introduced a reasonably priced extended warranty for those products. This extended warranty program will allow more customers to ensure they are maximizing the life of their AEDs.

Of course warranties are only one aspect of AED preparedness. The most successful AED programs are those backed by comprehensive implementation, training, and maintenance plans such as the Physio-Control Heart Safe Solutions program. Programs like these, combined with continued customer attention to device readiness, ensure your team and your AED products are always prepared.

Our mission at Physio-Control is to make lifesaving products for lifesaving teams. Since 1955, more Physio-Control products have been used by emergency care professionals than from any other company. But we have never been more dedicated to improving our products and serving our customers than we are right now. Our goal is that every user, from the first on scene to the most experienced emergency professional, will have the confidence that their defibrillator is always ready to help save a life.

If you have questions or need assistance, please contact us at 800.442.1142 or visit our website at www.physio-control.com.

Sincerely,

PHYSIO-CONTROL, INC.

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

Cameron Pollock, Vice President, Global Marketing