



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

Dear Physio-Control Customer:

RE: LIFENET® RS Receiving Station Product Support Discontinuation

Physio-Control appreciates having had the opportunity to serve your organization over the years. This letter is to provide notification of the support discontinuation for the LIFENET® RS Receiving Station.

After 12 years of dependable emergency and clinical use by medical care providers worldwide we are now challenged in locating reliable quantities of replacement parts, therefore support for the LIFENET RS Receiving Station will be discontinued effective December 31st, 2010.

Physio-Control will honor current service agreements that expire beyond the December 31st, 2010 support termination date, however new or renewal LIFENET RS Receiving Station service agreements are no longer available.

Customers with current service agreements can expect us to make every effort to repair your product up to the service agreement expiration date or our support termination date, whichever is longer. Should we be unable to repair a device covered by a service agreement, Physio-Control will issue a credit for the unused portion of the service agreement.

As you replace your existing LIFENET Receiving Station, please consider our next generation LIFENET System. LIFENET has been updated to a web-based solution providing a more integrated, complete care portfolio enabling you to take charge of every phase of your emergency response program. To obtain information regarding our current product offerings, contact your local sales or service Account Consultant or call us at 1.800.442.1142.

Thank you for your continued partnership with Physio-Control.

Sincerely,

PHYSIO-CONTROL, INC.

A handwritten signature in black ink, appearing to read "Paul Kamps".

Paul Kamps
Vice President, Customer Services