

January 2019

Dear <Customer Name>:

We at Stryker appreciate having the opportunity to serve your organization over the years and look forward to our continued partnership. We are committed to supporting your Physio-Control, now part of Stryker, devices for at least 8 years after date of shipment. This letter provides the discontinuation dates after which we will no longer commit to repair, support or perform preventative maintenance for the listed product lines.

We are providing this notification to allow you time to plan for upgrading to newer-technology products. Stryker defines support levels as follows:

- **Repair and Technical Support:** A Stryker technician will provide phone support and bring the device to specifications using approved and certified parts as required.
- **Annual Inspections:** A Stryker technician will inspect the device to confirm equipment is in satisfactory operating condition.

The following chart lists the discontinuation dates for Stryker products that are no longer manufactured.

Device	Repair, parts availability and technical support	Annual inspections
LIFEPAK® 500 AED		
Monophasic	Jan. 31, 2012	Jan. 31, 2013
Biphasic	Jan. 31, 2015	Jan. 31, 2018
LIFEPAK 12 defibrillator/monitor		
Monophasic	Oct. 31, 2012	Oct. 31, 2013
Biphasic	Sept. 10, 2016*	Sept. 10, 2016*
LUCAS™ 1 (v1) chest compression system	Dec. 31, 2015	Dec. 31, 2015
LIFEPAK 12 RELI defibrillator/monitor	3 years from shipment of the device**	

*If device purchased after September 10, 2008, we will continue to provide support for 8 years after date of shipment. The discontinuation date applies to any customer with a device greater than 8 years old and not under an active service plan.

**Please be advised that some components of these devices may become unavailable before the support termination dates. If this occurs, we will review available alternatives with you.

We thank you for your business and continued partnership. We encourage you to take advantage of any applicable trade-in programs to upgrade to our latest technology for any devices you own that are approaching or have exceeded their eight (8) year service life.

If you have any questions, please contact your local Stryker Sales or Service professional. If you don't have your sales or service representative's information you can find it by going to: www.strykeremergencycare.com and enter Find a Rep in the search area. You can also call 800.442.1142 and select option 2 and our Customer Support Team will assist you.

Sincerely,



Jeff Laub
VP/GM Commercial Operations and ProCare

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Emergency Care

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