



December 2018
TO: LIFEPAK®12 Customers
RE: LIFEPAK12 End of Support Notice

Dear Customer,

The LIFEPAK®12 defibrillator/monitor was introduced in 1998, and production discontinued in June 2007. As components age, it becomes increasingly challenging to source materials for product support and service.

As of **June 30, 2020**, Physio-Control will discontinue parts, repair support, and service plan coverage for all LIFEPAK 12 devices. We are providing this advanced notification to allow you time to plan for upgrading to newer-technology products.

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. We are committed to providing high-quality products and services, and look forward to working with you to discuss how we can help support you in providing outstanding clinical care to your patients.

If you have additional questions, please visit our website at www.physio-control.com, or contact your local sales representative.

Sincerely,

PHYSIO-CONTROL, INC.

A handwritten signature in black ink that reads "Stephanie Jones". The signature is written in a cursive, flowing style.

Stephanie Jones
Service Product Manager

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