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November 2017

TO: LIFEPAK 500 AED Customers

RE: LIFEPAK 500 AED End of Support Notice

Dear Customer,

The LIFEPAK® 500 Automated External Defibrillator (AED) was introduced in 1997. As components age, it becomes increasingly challenging to source materials for product support and service.

As of **January 31, 2018**, Physio-Control will discontinue parts, inspection services, and repair support for all LIFEPAK 500 devices (both monophasic and biphasic). **If you currently have an active service plan on a LIFEPAK 500 device, we will continue to support those devices until the plan expires.**

Physio-Control recommends replacement of devices that are more than eight years old. Proactive replacement of older devices can help ensure your device is ready for use in a lifesaving emergency. Physio-Control offers a generous trade-in credit, making it easier to upgrade to a new LIFEPAK CR® Plus AED, LIFEPAK 1000 AED, or HeartSine® AED.

We are committed to providing quality products and services, and look forward to working with you to discuss how our new generation AEDs 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.



Stephanie Jones
Service Product Manager

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