



Advancing Frontline Care™

March 25, 2009

Dear Welch Allyn Defibrillation Customer,

I am writing with important news concerning the Welch Allyn defibrillation business. In October 2008, Welch Allyn announced a Strategic Alliance and plan for the transfer of defibrillation operations to ZOLL Medical Corporation (Nasdaq: ZOLL).

On **Monday, March 30, 2009**, we will transfer our AED10, AED20 and PIC technical support and repair service to ZOLL for all global regions.

To arrange for technical support and/or repair service for your AED10, AED20 and PIC, please contact the provider in your area:

- US and Latin America: ZOLL Medical Corporation  
269 Mill Road  
Chelmsford, MA 01824  
978-421-9655
- Canada: ZOLL Medical Canada Inc.  
1750 Sismet Road, Unit #1  
Mississauga, Ontario L4W 1R6  
905-629-5005
- South Africa: STAT-Tiakeni Medical (Pty) Ltd  
Unit 41 APD Industrial Park  
Elsecar Street  
KYA-SANDS, RANDBURG  
+2711 708 6363  
service@tiakenimedical.co.za
- South Pacific: ZOLL Medical – Australia  
Unit 10, No 39 Herbert Street  
St Leonards NSW 2065 Australia  
+ 61 2 8424 8700
- Southeast Asia: United BMEC  
2 Kim Chuan Drive  
#06-01 CSI Distribution Centre  
Singapore 537080  
+ 65 6305 2525
- Northeast Asia and China: ZOLL Medical Corp. China  
1st Floor, No.7 Building,  
#439 Chun Xiao Road,  
Zhang Jiang Hightech Park  
Shanghai, 201203, China  
+ 86 21 5027 8567



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UK: ZOLL Medical UK Ltd.  
Contact: Christine Grace  
E-mail: [cgrace@zoll.com](mailto:cgrace@zoll.com)  
Telephone: 01928 595188  
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Téléphone: (+33) 0.820.02.60.68  
Fax: (+33) 01.30.57.02.85

Remaining Europe and Middle East:  
CRS Medical GmbH  
Ringstrasse 2  
35614 Asslar, Deutschland

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Tel. – international: +49-6441-38331-153  
Fax: +49-6441-38331-230  
E-Mail: [wa-support@crs-medical.com](mailto:wa-support@crs-medical.com)

This arrangement will provide you with continued support of your Welch Allyn defibrillator devices by an experienced team in the area of defibrillation.

ZOLL is one of the largest external defibrillator manufacturers in the world that is fully focused on resuscitation products. Headquartered in Chelmsford, MA, they have been the industry's most reliable and stable provider of resuscitation products for 30 years, and they offer a full line of defibrillation and resuscitation products globally. ZOLL offices and business partners worldwide have been providing a high level of service and support to their customers and are positioned to provide this same level of service and support to you. Like us, they are customer focused, and we believe they are the best and most strategically aligned partner for Welch Allyn in the area of defibrillation.

We are confident this transfer to ZOLL will serve your current defibrillation product needs and I thank you for your support and business as a Welch Allyn customer. If you have any questions about this alliance please contact our US customer service department at 1.800.535.6663 (+1 315.685.4100).

Sincerely,

James P. Fee Jr.  
Vice President & General Manager, Defibrillation  
Welch Allyn Inc.