

Welch Allyn, Inc.  
4341 State Street Road  
P.O. Box 220  
Skaneateles Falls, NY 13153-0220  
USA  
Telephone: 315-685-4100  
www.welchallyn.com



March 22, 2013

Dear Customer

Our records indicate that you previously purchased a defibrillator product manufactured by Welch Allyn, Inc. or MRL, Inc., which include: **MRL Jumpstart, MRL PIC, and Welch Allyn defibrillator products comprised of the AED10, AED10 Trainer, AED20, PIC30, PIC40 and PIC 50.** Manufacturing of the last defibrillator products was discontinued in early 2009 and many of the products have been in service for more than ten years.

This is a follow up communication to the one sent in March 2012 to inform you of the time periods during which Welch Allyn or its authorized providers will continue to offer repair services and accessories for the defibrillator products. **After expiration of the time periods designated in this letter, sales of repair services and accessories will be discontinued.**

Repair services ended on **December 31, 2012** for *all* MRL Jumpstart and MRL PIC products. They also ceased on that date for the Welch Allyn defibrillator products with Serial Numbers *smaller* than the following Serial Number for each model (including any six-digit Serial Number):

AED10	Serial Number	NA043416
AED10 Trainer	Serial Number	NB015377
AED20	Serial Number	NC231257
PIC30	Serial Number	ND100670
PIC40	Serial Number	NE130399
PIC50	Serial Number	NF160250

Repair services and accessory sales will end on **March 31, 2014** for *all* Welch Allyn defibrillator products with Serial Numbers *equal to or larger* than the Serial Number identified above for each model. Sales of accessories for all Welch Allyn, Inc. or MRL, Inc. defibrillator products also will end on **March 31, 2014.**

The Serial Number is located on the upper left hand corner of the back panel of your unit.

ZOLL Medical has been providing repair services and accessory sales for the defibrillator products pursuant to a contract with Welch Allyn for the past several years, and that service arrangement will continue unchanged through **March 31, 2014.**

Sincerely,

A handwritten signature in black ink, appearing to read "Douglas J. Linqwest".

Douglas J. Linqwest  
Sr. VP, Global Marketing