



GE Medical Systems
Information Technologies

Cardiology Systems
W126 N7449 Flint Drive, Suite 300
Menomonee Falls, WI 53051

Date: September 30, 2003

Subject: Product Service Discontinuance Notice

Dear Valued Customer:

We know it is important to your long range planning to have advance notice of changes in the status of older medical equipment. GE Medical Systems *Information Technologies* has established a policy of providing such advance notice to our customers. The purpose of this letter is to provide you with information about our inability to continue the support of some of our older Cardiology products.

Our records indicate that you own at least one or more pieces of the equipment identified on the enclosed list. These units were manufactured and sold by Marquette Electronics/GE Medical Systems *Information Technologies*. **After September 30, 2004, we will no longer be able to write service contracts, supply parts, or otherwise provide service and support for the product(s) identified on the enclosed list.**

There are two reasons for this decision:

- 1) It is becoming increasingly difficult to obtain service parts for these products, and in some cases they are no longer available through our suppliers. We will continue to use commercially reasonable efforts to supply parts which you can continue to order through September 30, 2004, by calling 1-800-558-7044, Option 3.
- 2) The expertise of our service engineers is shifting towards our newer technology. Therefore they have less capacity to support the older equipment, which impairs our ability to provide the kind of efficient, effective service you expect from us.

GE Medical Systems *Information Technologies* is committed to helping you provide state-of-the-art patient care. To discuss replacing your older equipment with a product we currently manufacture, please contact your GE Medical Systems *Information Technologies* sales representative at 1-866-664-8677, Option 9. If you have any questions regarding this notice, please contact our Technical Support Department at 1-800-558-7044, Option 2.

We appreciate your understanding in this matter.

Sincerely,

John Meiling, General Manager
Non-Invasive Cardiology Devices



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PRODUCT DISCONTINUATION LIST

GEMS IT Product	Parts & Service Discontinued
Responder 1500 Defibrillator	September 30, 2004
Responder 1200 Defibrillator	September 30, 2004
Responder 1250 Defibrillator	September 30, 2004