



# PHILIPS

## Philips Medical Systems

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Christian Cary  
AED Product Manager

Ref: ForeRunner/FR end of support  
Date: September 22, 2005

Dear ForeRunner and FR Customer:

As of March 31, 2006, the ForeRunner or Laerdal FR Automated External Defibrillator (AED) will no longer be supported. It is Philips' practice to support its devices for a full 5 years after the last device is sold. For the ForeRunner/FR, the last device was sold in December of 2000.

Be assured that every customer's warranty will be honored for its full duration. Batteries and pads will continue to be available for the foreseeable future, and their warranties will be honored. However we will no longer be able to offer repair/replacement services to devices out of warranty and in need of repair. Also, replacement accessories such as carry cases or data cards may not be available after March 31, 2006. Any remaining data cards will not have their full shelf life.

Since the last ForeRunner/FR was sold, Philips has introduced several new models of defibrillators with new innovations in ease of use, reliability, and therapy. Philips encourages you to consider one of these newer models.

We sincerely appreciate your decision to choose Philips, and hope your ForeRunner/FR has served you well over the years. If you have any questions about ForeRunner/FR support, or want to find out more about our current AEDs, please contact your Philips distributor, or in the USA, call Philips Customer Service at 1-800-263-3342. You can also visit the Philips website at [www.medical.philips.com](http://www.medical.philips.com)

Sincerely,

A handwritten signature in black ink, appearing to read 'C. Cary'.

Christian Cary  
Product Manager  
Philips Medical Systems