

Dear HeartStart AED Owner:

As part of our dedication to making our devices as reliable and easy to use as possible, Philips has determined that it is important to clarify information in the *Owner's Manual* and keep you informed about the maintenance of your FRx or OnSite HeartStart automated external defibrillators (AEDs).

Single Chirps

If your FRx or OnSite AED emits a pattern of *single chirps* (♪...♪...♪...), please press the blue i-button on the front of the device for information. Your AED will tell you exactly what actions to take to ensure that your device is ready for use.

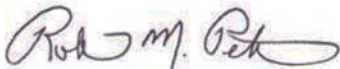
Triple Chirps

If at any time during the life of the device, your FRx or OnSite AED emitted or begins to emit a pattern of *triple chirps* (♪♪♪...♪♪♪...♪♪♪...), it is important that you remove the device from use, and contact your local Philips representative. If an FRx or OnSite AED emits a pattern of triple chirps, it is a signal that the device requires investigation by Philips to ensure that it is ready for use. Of course, if needed for use in an emergency, make every attempt to clear the error and use the device normally, as described in the *Owner's Manual*. However, even if you have been able to clear the error, it is important that you contact your local Philips representative to obtain the tools and information you need to ensure that your device is functioning properly.

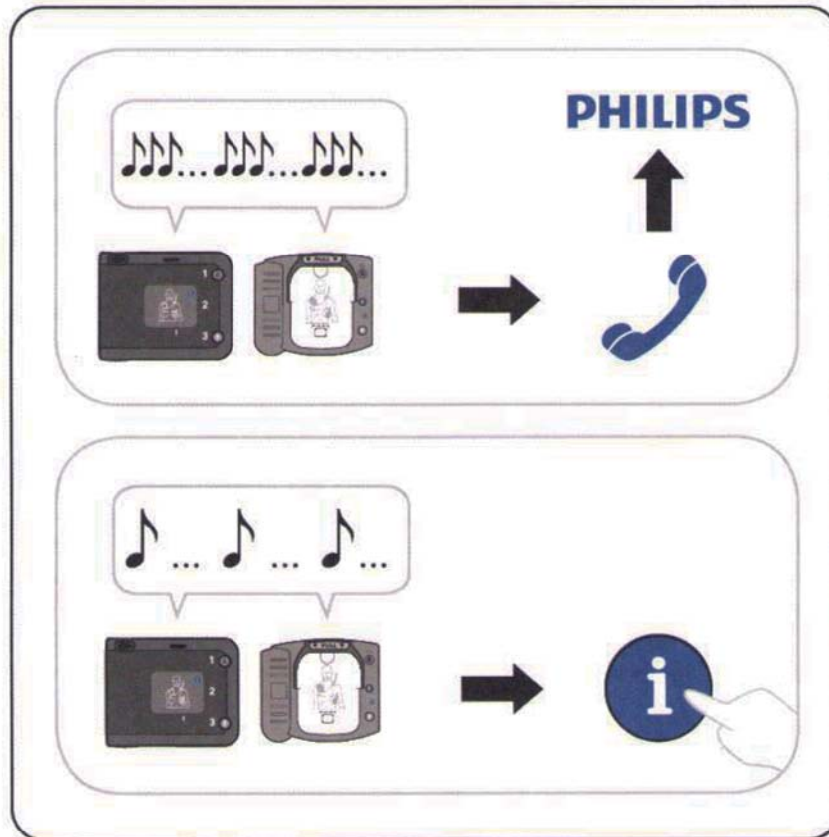
The image on the reverse side of this letter serves as a visual reminder of what actions to take in the instance of single chirps or triple chirps. Please update your maintenance protocols accordingly. In addition, Philips has created a website with additional information about this action. To hear the difference between single chirps and triple chirps emitted by your AEDs, please visit our website at www.philips.com/HeartStartMaintenanceAdvisory.

Your satisfaction with Philips products and with our response to this situation is very important to us. For further information on this notification, please contact your local Philips representative.

Sincerely,



Bob Peterhans
General Manager, AED
Philips Healthcare
Emergency Care & Resuscitation
Attachment



If your AED emits a pattern of single chirps, please press the blue i-button on the front of the device for information. If your AED emitted or begins to emit a pattern of triple chirps, please contact Philips for technical support at 1-800-263-3342 and select option 6.