This communication is intended for Philips HeartStart customers in the United States and United States territories.

PHILIPS

Emergency Care & Resuscitation
22100 Bothell Everett Highway
Bothell, WA 98021

December 16, 2019

Dear Valued Philips HeartStart Customers,

Thank you for your support over the years of the Philips HeartStart XL+ defibrillator/monitor.

In May 2015, Philips announced its intention to discontinue the HeartStart XL+ in the United States; XL+ devices stopped shipping at that time to US customers. This letter is to remind you of the upcoming **end of service** date for the HeartStart XL+ defibrillator/monitor. After **January 31, 2020**, Philips will no longer provide service or service parts for the XL+ in the United States.

Philips has extended the end-of-shipment dates for the XL+ battery only. Philips will not ship the battery listed below to US locations after **February 2, 2021**. To accommodate this change, the last day to place orders for the XL+ battery listed below will be **December 31, 2020**. Philips intends to honor orders, as inventory allows, until February 2, 2021. Orders for this part number that Philips cannot ship by February 2, 2021 will be cancelled.

Part Number	Description	United States: Last Day to Place Orders
989803167281	XL+ Battery	December 31, 2020

The United States Food and Drug Administration (FDA) published a final order in February 2015 requiring premarket approval (PMA) for new and existing monitor/defibrillators with AED mode and for accessories necessary to use AED mode. Philips does not have a PMA-approved Advanced Life Support (ALS) monitor/defibrillator to replace the XL+ available in the USA at this time. Philips recently launched a next-generation Advanced Life Support HeartStart Intrepid monitor/defibrillator for the hospital and pre-hospital markets. It is now available in a number of countries, and Philips is beginning the regulatory work to bring the HeartStart Intrepid to the US market.

We will update you when new Philips solutions become available in the USA. In addition, there are PMA-approved monitor/defibrillators available from other vendors. Whichever choices you are considering, we encourage you to begin making plans to transition. In the meantime, please contact your Philips representative to discuss in greater detail your best options for managing your current XL+ devices during this transition period.

We appreciate your loyalty as a customer of our Philips HeartStart products. Please contact your Philips representative or Philips authorized distributor if you have questions, need assistance in planning for this upcoming end of support, or would like additional information about PMA-approved devices.