



GE Healthcare Diagnostic Cardiology

Oswin Varghese
No.122, EPIP, JFWTC,
Whitefield, Bangalore-560066
India

T 91-80-40887102
oswin.varghese@ge.com

Recipient name
Recipient title
Recipient address
Recipient address

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Subject: Responder AED and AED Pro support transitioning to Cardiac Science

Dear GE Healthcare Responder AED and AED Pro Customer,

Today, we would like to share important news concerning our line of Automated External Defibrillators (AED). GE Healthcare will be transferring global technical support and parts sales to Cardiac Science – the original manufacturer of our Responder AED product offering. It is GE Healthcare's goal that this change will not negatively impact your service or support needs, given the strengths and experience of Cardiac Science to maintain a high level of service and support for the life of the GE Responder AED and AED Pro installed base.

The transfer of the AED support to Cardiac Science will take place on May 1, 2017. We want you to be aware of the following:

- During the transition period our technical support and customers service teams will begin transferring calls to the Cardiac Science support team. We encourage customers to contact Cardiac Science directly to arrange for technical support.
- The transfer of support means access to a broader portfolio of supplies and services from Cardiac Science
- Responder AED and AED Pro device warranties are unaffected by this change in support. The four-year battery performance guarantee for genuine Cardiac Science branded AED batteries produced for GE Healthcare remains unchanged. As does the two-year warranty for genuine Cardiac Science defibrillation electrodes.

During the transition, the GE Healthcare call teams will also begin transferring field complaints directly to the Cardiac Science support team. GE Healthcare strongly encourages customers to contact Cardiac Science directly to report any field complaint.

In support of this transition, Cardiac Science has established the www.cardiacscience.com/responderaed web-site for quick access to their global customer support teams. Included are copies of resources and product cross-reference tools. Also included is an overview of additional supplies and accessories for use with the Responder AED and AED Pro.

We are confident this arrangement will better serve the needs of all of our customers and thank you for your support and business as a GE Healthcare Responder AED customer. If you have any questions about this transition, please call your local GE customer service or technical support representatives. Or, you are welcome to contact Cardiac Science directly using the enclosed list of countries and contact information.

This change affects Responder AED and AED Pro. Support for all other GE Healthcare products are not part of this change.

Thank you in advance for your cooperation and support during this transition.

Sincerely,

A handwritten signature in black ink that reads "Oswin Varghese". The signature is written in a cursive, flowing style.

Oswin Varghese
Global Product Manager
Diagnostic Cardiology

GE Responder Part number	GE Description	For Use With	Cardiac Science Part number	Cardiac Science Description
2023678-001	Responder AED Pro Infrared Adaptor for PC	Responder AED Pro	162-0108-001	Powerheart G3 Pro AED infrared serial communications cable
2024452-001	Add on pouch for AED carrying case	Responder AED or AED Pro	166-0418-001	Powerheart G3 AED Spare battery bag
2023546-001	AED Serial communications cable	Responder AED or AED Pro	170-2120	Powerheart G3 Pro AED serial communications cable
2021419-008	G3 AED trainer remote	N/A	180-2080-010	Powerheart G3 AED trainer replacement remote control
2023488-001	AED Pro 3-lead cable Kit, AHA	Responder AED Pro	5111-101	ECG patient monitoring cable, AHA
2024178-001	AED Pro 3-lead ECG cable Kit, IEC	Responder AED Pro	5111-102	ECG patient monitoring cable, IEC
2023682-001	PH AED G3 Patient simulator	Responder AED	9021-003	Powerheart G3 AED Simulator w/ 3-lead terminals
2023542-001	PH AED G3 Trainer Electrodes Adult	Responder AED Trainer	9035-005	Powerheart G3 AED adult training pads
2023490-001	AED Pro Battery Charger Kit, English	Responder AED Pro	9044-001	Powerheart G3 Pro (9300P Model) Charger kit for Rechargeable battery, US English
2023490-002	AED Pro Battery Charger Kit, Europe	Responder AED Pro	9044-002	Powerheart G3 Pro (9300P Model) Charger Kit for Rechargeable battery, Europe
2023490-003	AED Pro Battery Charger Kit, Argentina	Responder AED Pro	9044-003	Powerheart G3 Pro (9300P Model) Charger Kit for Rechargeable battery, Argentina
2023490-004	AED Pro Battery Charger Kit, Denmark	Responder AED Pro	9044-004	Powerheart G3 Pro (9300P Model) Charger Kit for Rechargeable battery, Denmark
2023490-005	AED Pro Battery Charger Kit, India, S Africa	Responder AED Pro	9044-005	Powerheart G3 Pro (9300P Model) Charger Kit for Rechargeable battery, India
2023490-006	AED Pro Battery Charger Kit, Italy	Responder AED Pro	9044-006	Powerheart G3 Pro (9300P Model) Charger Kit for Rechargeable battery, Italy
2023490-007	AED Pro Battery Charger Kit, Japan	Responder AED Pro	9044-007	Powerheart G3 Pro (9300P Model) Charger Kit for Rechargeable battery, Japan
2023490-008	AED Pro Battery Charger Kit, Switzerland	Responder AED Pro	9044-008	Powerheart G3 Pro (9300P Model) Charger Kit for Rechargeable battery, Switzerland
2023490-009	AED Pro Battery Charger Kit, UK and Ireland	Responder AED Pro	9044-009	Powerheart G3 Pro (9300P Model) Charger Kit for Rechargeable battery, UK-Ireland
2023490-010	AED Pro Battery Charger Kit, Israel	Responder AED Pro	9044-010	Powerheart G3 Pro (9300P Model) Charger Kit for Rechargeable battery, Israel
2023490-011	AED Pro Battery Charger Kit, Australia	Responder AED Pro	9044-011	Powerheart G3 Pro (9300P Model) Charger Kit for Rechargeable battery, Australia
2019199-002	Defib Electrodes, Non-Polarized	Responder AED	9131-001	Powerheart G3 AED adult defibrillation pads
2023489-101	Responder AED Pro rechargeable battery	Responder AED Pro	9144-101	Powerheart Pro AED rechargeable battery
2023681-301	Responder AED Pro Disposable Battery	Responder AED Pro	9145-301	Powerheart G3 Pro AED IntelliSense Lithium Battery (9300P model), 1 year from date of installation or 12 hours of use, whichever occurs first full replacement guarantee
2019437-301	GE AED Lithium Non-Rechargeable Battery, disposable	Responder AED	9146-302	Powerheart G3 AED IntelliSense Lithium Battery (9300 A/E and 9390 A/E Models shipped after April 12, 2004) (yellow) 4 year full replacement guarantee
2024454-001	USB to Serial adapter	Responder AED or AED Pro	9171-001	USB serial adapter
2019199-008	Defib electrodes, Polarized	Responder AED or AED Pro	9660-001	Powerheart G3 AED polarized adult defibrillation pads
2023543-001	PH AED G3 Trainer Electrodes Pediatric	Responder AED Trainer	9725-001	Powerheart G3 AED pediatric training pads
2019199-003	AED Pediatric Electrodes	Responder AED or AED Pro	9730-002	Powerheart G3 AED pediatric defibrillation pads
2019204-011	CRM 3-lead ECG mon electrodes	Discontinued	Discontinued	
2040536-001	Pad disp adult defib, posted, 10/case	Discontinued	Discontinued	
2019615-001	AED Ready Kit	Responder AED or AED Pro	UKIT001A	Universal Ready Kit

Cardiac Science Global Locations - Area Manager Contact Information

COUNTRY/ISLAND	Responsible Area Manager	Email Address	Contact Number
Canada	Adam Allard	allard@cardiacscience.com	+1 613 796 9910
USA	Corporate Customer Services	croth@cardiacscience.com	+1 262 953 3500
Japan	Al Ford	aford@cardiacscience.com	+1 516 770 3874
Denmark	Carsten Roth	croth@cardiacscience.com	+45 2328 4320
Faero Islands	Carsten Roth	croth@cardiacscience.com	+45 2328 4320
Finland	Carsten Roth	croth@cardiacscience.com	+45 2328 4320
Greenland	Carsten Roth	croth@cardiacscience.com	+45 2328 4320
Iceland	Carsten Roth	croth@cardiacscience.com	+45 2328 4320
Lichtenstein	Carsten Roth	croth@cardiacscience.com	+45 2328 4320
Norway	Carsten Roth	croth@cardiacscience.com	+45 2328 4320
Sweden	Carsten Roth	croth@cardiacscience.com	+45 2328 4320
Anguilla	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Antigua	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Argentina	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Aruba	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Bahamas	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Barbados	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Barbuda	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Belize	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Bermuda	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Bolivia	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Brazil	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Caribbean	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Cayman Islands	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Chile	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Colombia	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Costa Rica	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Cuba	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Dominica	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Dominican Republic	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Ecuador	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
El Salvador	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Grenada	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Guatemala	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Guayana	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Haiti	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Honduras	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Jamaica	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Mexico	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Nicaragua	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Panama	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Paraguay	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Peru	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Saint Lucia	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Surinam	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Trinidad and Tobago	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Uruguay	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347

COUNTRY/ISLAND	Responsible Area Manager	Email Address	Contact Number
Venezuela	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Virgin Islands	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
West Indies	Facundo Carrillo	fcarrillo@cardiacscience.com	+54 (11) 5197-6347
Andorra	Gian-Luca Ziliani	gziliani@cardiacscience.com	+39 340 063 6687
Canary Islands	Gian-Luca Ziliani	gziliani@cardiacscience.com	+39 340 063 6687
Gibraltar	Gian-Luca Ziliani	gziliani@cardiacscience.com	+39 340 063 6687
Italy	Gian-Luca Ziliani	gziliani@cardiacscience.com	+39 340 063 6687
Portugal	Gian-Luca Ziliani	gziliani@cardiacscience.com	+39 340 063 6687
Sardinia	Gian-Luca Ziliani	gziliani@cardiacscience.com	+39 340 063 6687
Sicily	Gian-Luca Ziliani	gziliani@cardiacscience.com	+39 340 063 6687
Spain	Gian-Luca Ziliani	gziliani@cardiacscience.com	+39 340 063 6687
Austria	Glenn Loettgen	gloettgen@cardiacscience.com	+49 174 971 6092
Germany	Glenn Loettgen	gloettgen@cardiacscience.com	+49 174 971 6092
Australia	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Bangladesh	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Bhutan	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Bouvet Island	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Brunei	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Cambodia	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
China	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Christmas Islands	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Cook Islands	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Fiji	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Guam	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Hong Kong SAR	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
India	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Indonesia	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Java	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Kiribati (island)	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Laos	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Macau	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Malaysia	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Marshall Islands	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Micronesia	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Mongolia	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Myanmar	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Nauru (island)	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Nepal	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
New Guinea	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
New Zealand	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Niue (island)	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Norfolk Islands	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Palau	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Papua New Guinea	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Philippines	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Saipan	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Samoa	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Singapore	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Solomon Islands	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
South Korea	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Taiwan	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288

COUNTRY/ISLAND	Responsible Area Manager	Email Address	Contact Number
Thailand	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Tonga	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Torkelau (island)	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Tuvalu (island)	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Vanuatu (island)	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Vietnam	Gorm Albeck	galbeck@cardiacscience.com	+45 2022 3288
Albania	István Kovács	ikovacs@cardiacscience.com	+48 505 627 169
Armenia	István Kovács	ikovacs@cardiacscience.com	+48 505 627 169
Azerbaijan	István Kovács	ikovacs@cardiacscience.com	+48 505 627 169
Belarus	István Kovács	ikovacs@cardiacscience.com	+48 505 627 169
Bosnia and Herzegovina	István Kovács	ikovacs@cardiacscience.com	+48 505 627 169
Bulgaria	István Kovács	ikovacs@cardiacscience.com	+48 505 627 169
Croatia	István Kovács	ikovacs@cardiacscience.com	+48 505 627 169
Czech Republic	István Kovács	ikovacs@cardiacscience.com	+48 505 627 169
Estonia	István Kovács	ikovacs@cardiacscience.com	+48 505 627 169
Georgia	István Kovács	ikovacs@cardiacscience.com	+48 505 627 169
Hungary	István Kovács	ikovacs@cardiacscience.com	+48 505 627 169
Kazakhstan	István Kovács	ikovacs@cardiacscience.com	+48 505 627 169
Kyrgyzstan	István Kovács	ikovacs@cardiacscience.com	+48 505 627 169
Latvia	István Kovács	ikovacs@cardiacscience.com	+48 505 627 169
Lithuania	István Kovács	ikovacs@cardiacscience.com	+48 505 627 169
Macedonia (TFYR)	István Kovács	ikovacs@cardiacscience.com	+48 505 627 169
Moldova (= Moldavia)	István Kovács	ikovacs@cardiacscience.com	+48 505 627 169
Montenegro	István Kovács	ikovacs@cardiacscience.com	+48 505 627 169
Poland	István Kovács	ikovacs@cardiacscience.com	+48 505 627 169
Romania	István Kovács	ikovacs@cardiacscience.com	+48 505 627 169
Russia	István Kovács	ikovacs@cardiacscience.com	+48 505 627 169
Serbia	István Kovács	ikovacs@cardiacscience.com	+48 505 627 169
Slovakia	István Kovács	ikovacs@cardiacscience.com	+48 505 627 169
Slovenia	István Kovács	ikovacs@cardiacscience.com	+48 505 627 169
Tajikistan	István Kovács	ikovacs@cardiacscience.com	+48 505 627 169
Turkmenistan	István Kovács	ikovacs@cardiacscience.com	+48 505 627 169
Ukraine	István Kovács	ikovacs@cardiacscience.com	+48 505 627 169
Uzbekistan	István Kovács	ikovacs@cardiacscience.com	+48 505 627 169
Afghanistan	Per Ivan Jensen	pjensen@cardiacscience.com	+45 2022 4208
Angola	Per Ivan Jensen	pjensen@cardiacscience.com	+45 2022 4208
Bahrain	Per Ivan Jensen	pjensen@cardiacscience.com	+45 2022 4208
Benin	Per Ivan Jensen	pjensen@cardiacscience.com	+45 2022 4208
Botswana	Per Ivan Jensen	pjensen@cardiacscience.com	+45 2022 4208
Burkina Faso	Per Ivan Jensen	pjensen@cardiacscience.com	+45 2022 4208
Burundi	Per Ivan Jensen	pjensen@cardiacscience.com	+45 2022 4208
Cameroon	Per Ivan Jensen	pjensen@cardiacscience.com	+45 2022 4208
Chad	Per Ivan Jensen	pjensen@cardiacscience.com	+45 2022 4208
Comoros	Per Ivan Jensen	pjensen@cardiacscience.com	+45 2022 4208
Congo	Per Ivan Jensen	pjensen@cardiacscience.com	+45 2022 4208
Cyprus	Per Ivan Jensen	pjensen@cardiacscience.com	+45 2022 4208
Djibouti	Per Ivan Jensen	pjensen@cardiacscience.com	+45 2022 4208
Egypt	Per Ivan Jensen	pjensen@cardiacscience.com	+45 2022 4208
Equatorial Guinea	Per Ivan Jensen	pjensen@cardiacscience.com	+45 2022 4208
Eritrea	Per Ivan Jensen	pjensen@cardiacscience.com	+45 2022 4208
Ethiopia	Per Ivan Jensen	pjensen@cardiacscience.com	+45 2022 4208

COUNTRY/ISLAND	Responsible Area Manager	Email Address	Contact Number
Gabon	Per Ivan Jensen	pjensen@cardiacscience.com	+45 2022 4208
Gambia	Per Ivan Jensen	pjensen@cardiacscience.com	+45 2022 4208
Gurnsey	Shaun Ingram	singram@cardiacscience.com	+44 7798 797 194
Ireland	Shaun Ingram	singram@cardiacscience.com	+44 7798 797 194
Isle of Man	Shaun Ingram	singram@cardiacscience.com	+44 7798 797 194
Pitcairn (island)	Shaun Ingram	singram@cardiacscience.com	+44 7798 797 194
Turks & Caicos Islands	Shaun Ingram	singram@cardiacscience.com	+44 7798 797 194
United Kingdom	Shaun Ingram	singram@cardiacscience.com	+44 7798 797 194
Scotland	Steve Jelfs	sjelfs@cardiacscience.com	+44 771 204 9119
Algeria	Tom Marres	tmарres@cardiacscience.com	+32 474 974 100
Antilles Netherlands	Tom Marres	tmарres@cardiacscience.com	+32 474 974 100
Belgium	Tom Marres	tmарres@cardiacscience.com	+32 474 974 100
Corsica	Tom Marres	tmарres@cardiacscience.com	+32 474 974 100
Curaçao	Tom Marres	tmарres@cardiacscience.com	+32 474 974 100
France	Tom Marres	tmарres@cardiacscience.com	+32 474 974 100
French Guyana	Tom Marres	tmарres@cardiacscience.com	+32 474 974 100
French Polynesia	Tom Marres	tmарres@cardiacscience.com	+32 474 974 100
Guadeloupe	Tom Marres	tmарres@cardiacscience.com	+32 474 974 100
Luxemburg	Tom Marres	tmарres@cardiacscience.com	+32 474 974 100
Martinique	Tom Marres	tmарres@cardiacscience.com	+32 474 974 100
Mayotte	Tom Marres	tmарres@cardiacscience.com	+32 474 974 100
Monaco	Tom Marres	tmарres@cardiacscience.com	+32 474 974 100
Montserrat (island)	Tom Marres	tmарres@cardiacscience.com	+32 474 974 100
Morocco	Tom Marres	tmарres@cardiacscience.com	+32 474 974 100
Netherlands	Tom Marres	tmарres@cardiacscience.com	+32 474 974 100
New Caledonia	Tom Marres	tmарres@cardiacscience.com	+32 474 974 100
Réunion	Tom Marres	tmарres@cardiacscience.com	+32 474 974 100
Switzerland	Tom Marres	tmарres@cardiacscience.com	+32 474 974 100
Tahiti	Tom Marres	tmарres@cardiacscience.com	+32 474 974 100
Tunisia	Tom Marres	tmарres@cardiacscience.com	+32 474 974 100

(Updated May 4, 2017)