



HeartSine®

Inventor. Innovator. Lifesaver.

25 January 2013

Dear Customer

Heartsine continues to develop highly innovative and modern Public Access Automated External Defibrillators (AEDs) and provides very high levels of field customer support. However it is necessary from time to time to stop supporting older devices.

Our records show that you had previously purchased a HeartSine samaritan AED. This letter is to inform you of the Discontinued Manufacture and End of Support for the HeartSine samaritan SAM AED models.

Model numbers of the AED include SAM001, SAM002 and SAM003.



Manufacturing of the last AED was discontinued on 1 June, 2006 and many of these have been in service for more than ten years. After the time periods specified below, provision of repair services and sales of accessories and spare parts will be discontinued.

Function	Discontinue date
Repair Services	25 April 2013
Spare Parts sales	25 April 2013
Accessory sales	25 April 2013

Supply of spare parts during the notice period is limited to current stocks of components at Heartsine.

If you wish to replace your current inventory of the above models, there are trade-in programs that may be available to you. Please contact your authorised HeartSine distributor or HeartSine directly for more information.

We thank you for your understanding and we encourage you to contact us immediately if you have any special needs for this product or have any other concerns.

Thank You,

Andy McClernon  
International Product Manager