



To: Welch Allyn Distributors & Customers
From: Tiffany Moon, Product Manager
Date: May 1, 2018
Re: Spot Vital Signs® Device End of Service Life Announcement (Version 1, SN <200705000)

Note: Please ensure this letter is shared with the appropriate personnel in your organization, or with any organization where the potentially applicable devices have been transferred.

Due to part shortages Welch Allyn must discontinue all repair, service and service part sales associated with Version 1 Spot Vital Signs® devices with serial numbers less than or equal to 200705000. This applies to customers not on an existing service agreement and is effective immediately. These devices have a black front face plate in comparison to the blue face plates in Version 2 and newer devices. The affected devices were manufactured between 2003 and 2007.

Service Contract Customers:

For customers who have purchased and have an active service contract, we project having the parts necessary to support these agreements through the current contract terms, assuming the same rate of repair. Please recognize that part availability on certain components may become problematic over the remainder of your service contracts due to the age of the device. In these scenarios Welch Allyn will work with you on an upgrade opportunity.

We thank you for your business and partnership, and we look forward to continuing to serve your needs with other Welch Allyn products in the future.

Sincerely,

Tiffany Moon
Product Manager, Vital Signs Devices
Welch Allyn, Inc.