



Customer Service Bulletin

CARDIOPULMONARY

Welch Allyn, Inc.[®]
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13153-0220 USA

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Bulletin Type: AS NEEDED

Manufacturer: OEM

Date: 2013-11-01

SAP DIR #: 80018742

Subject: CSB EoS� - SCHILLER_WA CARDIO

Distribution Scope: Welch Allyn Global Technical Support, Product, Field & Customer Service Teams.
WA Customers, ASP's, and Distributors

Product(s) Referenced: All Schiller / Welch Allyn Co-Branded Cardiopulmonary Products & Accessories

Summary: This document communicates the obsolescence of all Technical Phone, Repair / Service, Calibration and Parts Support activities for the Schiller / Welch Allyn Co-Branded Cardiopulmonary product line.

Issue: Obsolescence of all Technical Phone, Repair / Service, Calibration and Parts Support activities for the Schiller / Welch Allyn Co-Branded Cardiopulmonary product line.

Action: (See the following page)

Welch Allyn, Inc.
4341 State Street Road
Skaneateles Falls, NY 13153-0220
USA
www.welchallyn.com



End of Service Support Notification

To: Welch Allyn Customers
From: Global Product Marketing
Ref: Schiller / Welch Allyn Co-Branded Cardiopulmonary Products & Accessories
Date: November 1, 2013

Dear Welch Allyn Customer,

On January 1, 2004, Welch Allyn announced that the Schiller/Welch Allyn co-branded product line distribution was discontinued and no longer offered for sale... this includes Resting & Stress ECGs, Spirometry and all associated accessories. Welch Allyn would continue to provide service support and non-warranty repair parts, for all units sold by Welch Allyn, for a period of five (5) years or until December 31, 2008 or until parts were no longer available.

Effective **November 1, 2013**, the Schiller/Welch Allyn co-branded Cardiopulmonary product line reached the End of Service Life (EoS_L) and Welch Allyn has determined that:

All Welch Allyn Technical Phone, Repair / Service, Calibration and Parts Support activities will be discontinued for all Schiller / Welch Allyn co-branded Cardiopulmonary models and associated accessories.

NOTE: Customers needing CP300 accessories, warranty service, and non-warranty service, may contact Schiller America: 888-845-8455 or 786-845-0620. Latin America customers may contact Schiller Latin America: 954-673-0358.

For your reference, here is a list of the EoS_L - Obsolete Schiller / Welch Allyn co-branded model numbers:

Model	Model	Model	Model	Model
AT-1	AT-2+ Combo	AT-10	SP-1	MT-100
AT-2	AT-4	AT-60	SP-2	MT-200
AT-2+	AT-5	CS100	SP-10	CP-300

If you have any questions regarding this notification, please contact Welch Allyn Customer Care.

Regards,

Peter Glocker
Global Cardiopulmonary Product Management
Welch Allyn Inc.
4341 State Street
Skaneateles Falls, NY 13153

Quality Documents: **All service centers using SAP to record service transactions:** For each product serviced, record the service activity in SAP.

All other service centers and Field Service: For each product serviced, complete and file a service report and attach to the service DHR.

Notes:

1. Contact Welch Allyn regarding any questions or concerns from this or other issues.
2. Drawings, illustrations, and part numbers in this document are for reference purposes only and subject to change.

End of Bulletin

Revision History					
Version	Description	Change #	Init	Release Date	Appr
A	Initial Release	D*	SMB	D*	D*
D* SEE SAP DIR FOR CHANGE NUMBER, APPROVER NAME AND DATE OF APPROVAL					