



Welch Allyn, Inc.

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February 20, 2013

Dear Valued Customer:

This communication is to make you aware that Welch Allyn has discontinued service support and repair of Symbol enabled Systems, Devices, and Network infrastructures. Support and hardware are going obsolete effective February 1, 2013 as communicated in our letter of May 2008. This action is necessary due to the supplier discontinuing manufacturing of the 802.11 FHSS technology components in 2004.

Therefore, Welch Allyn has announced the following:

- Welch Allyn no longer supports Acuity systems with software version 7.02.00 or lower. Please see Table 1B below for more information.
- Some hardware and accessories are no longer available for new shipments. Please see Table 2 below for Hardware support information.
- Welch Allyn has discontinued service support and repair of Symbol versions of Micropaq®, Propaq® LT, and Propaq® CS products as communicated in our letter of May 2008. The current 802.11a versions of these devices will continue to be repaired and serviced as usual. Please see Table 1A below for more information.
- Welch Allyn Technical Support and Service Support for all non and expiring service agreement customers will end on February 1st, 2013 or the expiration date of the service agreement.

Expansion of an Acuity Network requires an upgrade to the latest technologies. Please see Table 2 Hardware Support availability below for recommended upgrade paths.

Service Agreements

For customers currently holding an active service agreement, Welch Allyn will present as part of their renewal, optional pricing to convert them over to the latest technologies. Because parts and Service for these product(s) are limited in supplies, Welch Allyn has set aside supplies to cover current service agreement customers as follows:

1. For existing service agreement customers, Welch Allyn will, up to June 30, 2013 allow the renewal of such agreement for a period not longer than one (1) year. No renewal will be made available after this date or remain in effect beyond December 31st 2015 unless the agreement covers a complete conversion plan to bring the existing products up to date with the current technologies.



2. For an agreement expiring after the June 30, 2013 a renewal will not be made available unless the renewal agreement covers a complete conversion plan to bring the existing products up to date with the current technologies.

For any customer that would like to cover their product under a service agreement, Welch Allyn will, up to June 30, 2013, allow any customer that wishes to put their current product under an agreement for a period not longer than one (1) year. No new or renewal agreements will be made available after this date or remain in effect beyond December 31st 2015 unless the agreement covers a complete conversion plan to bring the existing products up to date with the current technologies.

Available Acuity CPU and Software Upgrade Options

1. Install **latest Acuity hardware and software** to enable the correct level of support for future infrastructure expansions, as well as upgrades to 802.11a networks. Hardware and software upgrades for the Acuity system are covered under the Partners in Care – Acuity Premium Service program.
2. **Install Flexnet network, or “Overlay”, Software**
Both Symbol and 802.11a versions of Micropaq®, Propaq® LT, and Propaq® CS devices can connect to the same Acuity system in order to make the transition smoother. This allows their facility the option of upgrading the Acuity system today and slowly replacing or upgrading the Symbol devices with the newer 802.11a devices. Hardware and software upgrades for the Acuity system are covered under the Partners in Care – Acuity Premium Service program. Symbol versions of Micropaq®, Propaq® LT, and Propaq® CS devices would not be covered.

Customers that already runs or they plan to implement the 802.11a network may prefer to replace some or all of their Symbol versions of Micropaq®, Propaq® LT, and Propaq® CS devices to the 802.11a versions. Welch Allyn has an upgrade program available (see table 1A).

Your Welch Allyn services contact or Sales representative would be happy to discuss the options available to you.

I would like to personally thank you for continuing to trust Welch Allyn’s services for your medical devices, our aim is to help you deliver patient care without interruptions and reduce your operating costs. We appreciate your loyalty and plan to continue to earn your trust through innovative Welch Allyn services.

Sincerely

Kenneth Gilbert

Welch Allyn Global Service Readiness Manager



Table 1A. Symbol enabled Devices Support availability:

Patient Monitors	Current Service Status	Upgrade able to 802.11a
Symbol enabled Devices:		
Propaq CS (serial number beginning with GA0)	No longer Supported	No
Propaq CS (serial number beginning with GA1)	No longer Supported	Yes, will need to send into repair center for upgrade, will need serial number in order to price out upgrade. Welch Allyn p/n 900-0695-00 Upgrade Fee to enable Resp, Acuity Port, or Nurse call 900-1137-00 Conversion Symbol to Flexnet, Propaq CS
Propaq LT	No longer Supported	Yes, Device Exchange only, WA p/n 900-1160-00 Masimo 900-1136-00 Nellcor
Micropaq	No longer Supported	Current Symbol Devices must purchase new Device. WA p/n 9003-001031 408 Masimo, Flexnet 9003-001030 408 Nellcor, Flexnet 9003-001028 406 ECG only, Flexnet
802.11a enabled Devices:		
Propaq CS (serial number beginning with GA0)	N/A	N/A
Propaq CS (serial number beginning with GA1)	Supported	N/A
Propaq LT	Supported	N/A
Micropaq	Supported	N/A

Table 1B. Software Support availability by Version

Acuity Software Version	Status
Prior to 6.00	No longer Supported
6.00 – 6.40.00	No longer Supported
6.40.01-7.02.00	No longer Supported
7.10.01	Supported
8.10.01	Supported
8.20.00	Current

Table 2. Acuity Hardware Support availability

Product	Service Agreement Customer	Non Service Agreement Customer	Replacement Product
Cordless II Telemetry System	No longer Supported	No longer Supported	Acuity FlexNet 802.11a System
Symbol FHSS Wireless Systems	12/31/2015 Service will end	No longer Supported	Acuity FlexNet 802.11a System
SparcStation family of CPUs *	No longer Supported	No longer Supported	Platform CPU (with upgrade to 7.10 or greater)
Ultra-1, Ultra-2 family of CPUs *	No longer Supported	No longer Supported	Platform CPU (with upgrade to 7.10 or greater)
Ultra-5 family of CPUs *	No longer Supported	No longer Supported	Platform CPU (with upgrade to 7.10 or greater)
Ultra-10 family of CPUs *	No longer Supported	No longer Supported	Platform CPU (with upgrade to 7.10 or greater)
Ultra 45 family of CPUs	12/31/2015 Service will end	12/31/2015 Service will end	Platform CPU (with upgrade to 7.10 or greater)
Ultra 60 family of CPUs	No longer Supported	No longer Supported	Platform CPU (with upgrade to 7.10 or greater)
Sunblade 150 / 1500 CPUs	12/31/2015 Service will end	No longer Supported	Platform CPU (with upgrade to 7.10 or greater)
All non-Lantronix Terminal Servers	No longer Supported	No longer Supported	Lantronix 16-port or 32-port Terminal Server



All modems other than USR Courier	No longer Supported	No longer Supported	US Robotics Courier Modem
Modem Propaq	No longer Supported	No longer Supported	N/A
Acuity UPS	12/31/2015 Service will end	No longer Supported	Customer provided

“End of Service” means that this product is no longer supported by Welch Allyn or materials used in the repair process are no longer available.

“End of Sale” means that the product is no longer manufactured or sold, Welch Allyn will continue to support this product from a service standpoint for up to five (5) years or until parts are no longer available to Welch Allyn; whichever is less.