



100 DeVilbiss Drive Somerset, PA 15501  
800.338.1988 www.DeVilbissHealthcare.com

June 10, 2011

To: Medical Science Center Fax 817-447-3164

Subject: 515 and 525 Series Oxygen Concentrator Warranty Repairs

In our ongoing effort to improve service to our customers, DeVilbiss Healthcare continues to implement a phased process improvement project related to product repairs.

As part of this improvement program, effective July 8, 2011 we will begin the process to shift warranty repairs of 515 and 525 series oxygen concentrator units to a centralized DeVilbiss facility. This policy change is necessary to allow us to ensure consistent diagnosis, parts availability and repair for all units under warranty.

This letter is to notify you that effective July 8, 2011 we will no longer be able to support your organization as an Authorized Service Center to carry out in-warranty repairs. You may continue to perform billed repairs for out-of-warranty units after this date. Our current arrangements will remain in place for all warranty repair RMA's issued up to July 8, 2011.

All concentrator repair parts, other than the parts necessary to complete RMA's prior to July 8, will be billed at your standard price. A copy of our oxygen warranty repair communication is being mailed to all DeVilbiss Healthcare oxygen product customers in your geographic area as well.

If you have any questions about this process policy change, please contact one of our Technical Service Representatives: Tom Orban at 814.443.7527 or Nancy Colliver at 814.443.7403.

We appreciate your partnership with DeVilbiss Healthcare and continued support of our after-market product servicing.

Sincerely,

A handwritten signature in black ink, appearing to read 'Craig Haba', written in a cursive style.

Craig Haba  
Vice President  
Sales & Marketing, Respiratory Solutions  
DeVilbiss Healthcare LLC

