



October 1, 2017

**Reference: Responder<sup>®</sup> 4000 Item Availability**

Dear Valued Responder 4000 Customer:

Thank you for your inquiry regarding availability of the Responder 4000 Nurse Call System.

Released in 2003, the Responder 4000 Nurse Call System has been an extremely successful product and is deployed in thousands of healthcare facilities worldwide. Time and technology have both improved significantly over the intervening years and Rauland has brought to market the more advanced Responder 5000 solution as of August 2, 2017.

Building on the reliability, ease of use, and configuration options of Responder 4000, the new Responder 5000 platform offers more advanced functionality, including smartphone connectivity with available apps, an improved software user interface, and new hardware devices. This updated communication platform focuses on using technology to engage family members, and enhance the quality of life for residents and staff alike.

The Responder 4000 nurse call system can be easily upgraded to Responder 5000 using a replacement of the headend control devices and the nurse console. The Responder 4000 room stations, corridor lights, and accessories are all fully compatible with Responder 5000, and no room wiring or hardware changes are needed to upgrade the system.

This simple upgrade procedure ensures that your investment in the Responder 4000 room equipment remains fully protected. We are confident that you will find the value and improvements offered by the Responder 5000 system provide improved efficiency for your staff and better communication between residents and their caregivers.

Rauland announced the discontinuance plan for the Responder 4000 platform in August 2017. The final order date for Responder 4000 items is August 3, 2018. Your Rauland authorized distributor can provide you with a list of the Responder 4000 devices which will be discontinued, along with a detailed proposal should you wish to upgrade to the latest technology, Responder 5000.

We will continue to honor our 5-year service warranty from the date of original purchase for Responder 4000 systems and we will help customers upgrade to the Responder 5000 Nurse Call Platform as desired.

If you have any questions, please feel free to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Holden", with a stylized flourish at the end.

Jennifer Holden  
Vice President, Product Strategy  
Rauland, a Division of AMETEK, Inc.