



**Laerdal**

helping save lives

## **Important information**

### **Post Market activities related to Philips defibrillators sold by Laerdal Medical to customers in Nordic 1999 – 2018**

As a part of the earlier announced Laerdal exit Philips defibrillators, effective 2018, December 31<sup>st</sup> we have finalized the transfer of all records on Philips defibrillators from Laerdal to Philips in 12 countries.

For Nordic we have transferred 47 983 serial numbers from Laerdal Medical to Philips Nordic sold by Laerdal from year 1999 to 2018.

As a part of that process Philips Nordic, effective from today, will be responsible for all Technical Services and Repair, In-warranties, Out-warranties and FCO`s for defibrillators sold by Laerdal Medical.

#### **1. Technical Service**

Philips Nordic will perform Technical service and Repair of defibrillators distributed by Laerdal Medical. All customers will be referred to Philips Nordic when they make a request to Laerdal Medical for service or repair.

Laerdal Medical will not perform any technical service on Philips defibrillators or order any service parts from Philips.

See point of contact below.

#### **2. In-warranty repair**

Laerdal Medical customers will be referred to Philips Nordic for in-warranty repair. Philips will arrange the repair or send replacement parts to the customer. The cost of repair will be covered by Philips standard terms and condition is to be carried by Philips.

See point of contact below.

#### **3. Out-warranty repair**

Laerdal Medical customers will be referred to Philips Nordic for out-warranty repair. Philips will arrange the repair or send replacement parts to the customer. The cost of repair will be covered by Philips standard terms and conditions is to be carried by the customer.

See point of contact below.

#### **4. Field Correction Orders**

Philips Nordic is responsible for implementation any Field Correction Orders (FCO) that affects devices distributed by Laerdal Medical, and where the Serial Number is included in the distribution records transferred from Laerdal to Philips.

See point of contact below.

#### **5. Point of contact**

Vingmed Group of companies in Nordic will, on behalf of Philips Nordic, be the operational part and point of contact for Technical Services, In-warranty repairs, Out-warranty repairs and FCO's in Nordic:

##### **Finland:**

E-mail: [heikki.repola@vingmed.fi](mailto:heikki.repola@vingmed.fi)

Phone: +358 50 434 8135

##### **Sweden:**

E-mail: [service@vingmed.se](mailto:service@vingmed.se)

Phone: +46 8 583 593 00

##### **Norway:**

E-mail: [support@vingmed-as.no](mailto:support@vingmed-as.no)

Phone: +47 675 80 680

##### **Denmark:**

E-mail: [kundeservice@vingmed.dk](mailto:kundeservice@vingmed.dk)

Phone: +45 45 82 33 66

Helsinki, Stavanger, Stockholm and Copenhagen 2019, May 13<sup>th</sup>

Best regards



Maarit Ojanen  
Subregional Director Nordic  
Laerdal Medical

**Contact Laerdal Customer Service:**

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Sweden: + 46 8 55614610 [kontakt@laerdal.se](mailto:kontakt@laerdal.se)

Denmark: + 45 80 333112 [kundeservice@laerdal.dk](mailto:kundeservice@laerdal.dk)

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