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May 23, 2024

Marc Ferguson  
Durham County EMS  
201 E. Main St., 6th floor  
Durham, North Carolina 27701

Dear Marc,

ZOLL Medical Corporation sells and services our defibrillator products using our Depot Repair Center at ZOLL Corporate in Chelmsford, Massachusetts. The ZOLL Depot Team is a group of highly skilled, trained professionals that have extensive experience in electronics, product application and process quality control. The intense quality and environmental testing performed by this team at the factory cannot be duplicated in any field environment.

There are no other ZOLL authorized companies providing repairs for the ZOLL R Series and X Series defibrillators that ZOLL has sold in North America. We do not use outside agencies to provide on-site Preventive Maintenance checks on our products. In addition, we do have authorized International ZOLL Distributors who provide service within their countries.

If you should have any questions, please do not hesitate to call me at 1-800-242-9150, extension 9357.

Sincerely,

A handwritten signature in blue ink, appearing to read "Tammy Digan".

Tammy Digan  
Senior Service Contracts Administrator