



February 1, 2017

**Reference: *Responder® IV End of Life***

Dear Valued Customer,

Rauland is committed to supporting our customers and providing leading solutions for critical communications. Rauland's Responder IV Nurse Call System was introduced into the market in 1996 and at the time was the leading state-of-the-art system available.

Several key Responder IV system devices have been previously retired beginning December 2011, namely GCM, Touchscreen Console, and Telephone Line Interface module. The remaining devices have now become harder and more costly to build due to obsolescence of electronic components, in some cases requiring substantial engineering redesign. For this reason, Rauland had announced the End of Life of the Responder IV system on October 5<sup>th</sup>, 2015.

**Responder Nurse Call Options**

Rauland will continue to honor our 5 year service warranty from the date of original purchase. We will continue to provide repair service to Responder IV equipment as long as we can procure required components.

The Responder 5 platform is designed to be backwards compatible to your Responder IV nurse call system to help our customers make the needed migration.

**Next Steps**

In order to ensure the continuity of your life safety nurse call system, please contact your local Systems Integrator to create a strategic plan to upgrade to Responder 5.

Sincerely,

**RAULAND-BORG CORPORATION**

A handwritten signature in black ink that reads "Jennifer Holden".

Jennifer Holden  
Vice President, Product Strategy