



QUALITY PEOPLE • QUALITY PRODUCTS • QUALITY SERVICE

Instromedix® Quality Policy: Provide quality products and services that consistently meet the needs and expectations of our customers and the regulatory requirements of our industry. Our objective is to be the quality leader in our markets as viewed by our customers.

Tech Support Engineer Ted Cooper has been with Instromedix over 25 years and has the following tip for users of any King of Hearts Express® family monitor...



Quick “Erase” on a King of Hearts Express® Monitor: If you need to clear the memory (stored events) and do not want to wait for the full 5-minute download of memory to set the pointer, a quick “erase” can be achieved through the following steps:



1. Insert the programming key into the programming jack on top of the monitor



2. Press **Record** to advance to the **AF** setting (post-loop record time)



3. Press **Send** to reset the **AF** time upward past “0” and back to the previous setting

4. Remove the programming key.

(Example: If the AF time is “15”, then scroll the setting upward until it wraps around “0” and then set it back to “15”).
This will force a reset of any stored events.



To verify that the memory is erased—press **Send** button and confirm there are “0” events stored on the monitor.

We value your opinion. Please send feedback to Q3@instromedix.com.

“...our patients prefer [Instromedix] specific pacemaker transmitters and we have found that this company’s are the easiest to use. Instromedix produces high quality transmitters that the blood lab has been using for years now.”

Janine A. Stuart, Division of Cardiology, Weill Medical College of Cornell University

SPECIAL PROMOTIONAL OFFER

Free Lead Sets for King of Hearts Express® monitors

Mention this Q³ newsletter when you purchase a King of Hearts Express®, Express+ or Express AF Monitor (models 5218E, LR075A-01, and LR080-01) and receive four (4) free Lead Sets per device.

A savings of \$140 per device!

Offer available until October 31, 2005 on new purchase orders only.

(Promotional offer not open to any Instromedix house, OEM, or IDTF account)



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Return Policy

Customer satisfaction is important to us. We established the following return policy to assure fair resolution of any type of customer dissatisfaction. Our policy:

1. Obtain a Return Material Authorization (RMA) number by calling our Customer Service at 1-800-633-3361. To help us with your RMA please provide us with as much of the following information as possible:
 1. Date of purchase
 2. Computer assigned customer Sales Order number
 3. Customer name
 4. Reason for the RMA request.
 5. Serial numbers
 6. Present condition of the product and packing materials
 7. E-mail address and telephone number
2. To help expedite your return in a timely manner please write the RMA number clearly on the outside of the packaging. We may not accept any returns without a RMA number.
3. Customers shall ship the product at their expense to Instromedix or to an address provided with the RMA authorization. Ship all returns within 5 business days after the RMA is issued. All returns must be received within 10 business days after the RMA is issued.

Some products cannot be accepted for return due to sanitary and customer misuse reasons. All returns for credit must be unused and in "new" condition. All products that are not restockable will be returned to the customer at their expense or discarded. Instromedix reserves the right to assess a 25% restocking charge on certain situations when a returned material refund is requested.

Oldest Living Device: Instromedix' OLD Contest

Contest

Do you have a working LifeSigns® Receiving System that is more than 15 years old? Or a working King of Hearts Express Recorder that is more than 10 years old? If so, we want to hear about it! Please email Q3@Instromedix.com with information on the device, the serial number and how long you have had it. We'll send you a unique Instromedix gift for your participation and the owners of the oldest LRC and King of Hearts Express recorder will **receive a free King of Hearts Express AF monitor!** Results will be published in the next Q³ Newsletter.