



*quality's other name in Sound and Communications*

[www.rauland.com](http://www.rauland.com)

**RAULAND-BORG CORPORATION**

1802 WEST CENTRAL ROAD • MOUNT PROSPECT ILLINOIS 60056-2230  
t 847.590.7100 f 847.632.8550

May 27, 2011

To whom it may concern.

Please note that Cencomex of Avda Condell 272, Santiago, is our sole and exclusive distributor in Chile. Cencomex has several certified and trained technical people who can install and service our Responder 4000 and Responder 5 products.

Please feel free to contact me with any and all questions and comments that you may have.

Sincerely,

Zach Selch  
Director of International Sales  
Rauland- Borg Corporation  
GSM +1630.347 9757



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May 27, 2011

To whom it may concern:

Please note that all Responder 5 products, as well as all other Responder Nurse Call products presently sold by Rauland are manufactured in the United States, in our facility and under our control.

Please feel free to contact me if you have any questions.

Sincerely,

Zach Selch  
Director of International Sales  
Rauland- Borg Corporation  
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To whom it may concern:

Please note that the environmental conditions that we suggest as optimal working conditions for our R5 system would be as follows:

**Environmental Parameters:** 32°F (0°C) to 122°F (50°C)  
**Relative Humidity** – 5 to 95%

Please note also, that while the R5 system has only been on the market for less than 3 years, we have done extensive simulated testing of the operating life of our systems. We have been manufacturing Nurse Call for more than 40 years, and we are also very familiar with the life expectancy of our systems. We believe that the shortest mean time between failures for our system would be for the patient stations, and that would be approximately 10 years.

Please feel free to contact me with any questions.

Sincerely,

Zach Selch  
Director of International Sales  
Rauland- Borg Corporation  
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