ZOLL Medical Corporation

Worldwide Headquarters
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Chelmsford, Massachusetts 01824-4105
U.S.A.

978 421-9655
978 421-0025 Main Fax

Urgent Medical Device Correction - Recall Follow-Up Notification

AED Plus Defibrillator
Serial Numbers below X_ _ _200000

ZOLL AED Plus Defibrillator May Not Deliver Defibrillation Shock

May 15, 2009

Dear valued customer,

Our records show you have purchased either electrodes or batteries for a ZOLL AED Plus from ZOLL. As a result we are contacting you to be sure you are aware that there is an ongoing Medical Device Correction or **Recall** pertaining to the ZOLL AED Plus Defibrillator. This **Recall** pertains to all ZOLL AED Plus Defibrillators having serial numbers below "X _ _ _200000" (last six digits of the device serial number fall below 200000). Complete details concerning this **Recall** are contained in the attached letter issued on March 31, 2009 by ZOLL Medical Device Corporation.

This is a critical product Recall. As the recipient of this letter, you are likely to be the only person within your organization to whom this notification is being provided. Therefore, it is extremely important that you upgrade your AED Plus unit(s) with the new software, and provide acknowledgement of your device upgrade(s) to ZOLL, as detailed in the attached letter. If there is a more appropriate person within your organization to implement this Medical Device Correction, it is very important that you forward this notification to that person. **Please do not simply disregard this notification**.

If you have transferred ownership or possession of your AED Plus unit(s) to another person or entity, please either forward this notification to the appropriate person, or notify ZOLL of the appropriate contact person by any means indicated on the attached Customer Reply Form (fax, mail or email). **Again, please do not simply disregard this notification**.

If you have already updated your device software as a result of our previous notification letters, and have provided the appropriate acknowledgement to ZOLL, no further action is necessary.

We apologize for any inconvenience this may cause you and thank you in advance for assistance in implementing this corrective action. Avoiding this problem during clinical use is our highest priority. Our 24/7 technical support numbers **1 (800) 348-9011** or **+1 (978) 421-9460** are available to assist users with any aspect of this notice.

Sincerely,

Paul Dias
VP Quality Assurance & Regulatory Affairs

Attachments:
- ZOLL Medical Device Correction Letter of March 31, 2009
- ZOLL AED Plus Device Corrective Action Customer Reply Form