

June 2023

**NHS Supply Chain**

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To whom it may concern:

Thank you for the opportunity to discuss this matter directly with NHSSC. Please rest assured that Stryker takes your concerns seriously and is committed to finding a mutually acceptable solution. Like so many companies around the world, Stryker is facing product supply chain challenges, some of which have been unpredictable in nature. We continue to see worldwide impacts to labor availability, transportation and shortages of raw materials and production components.

In January of 2023, Stryker notified customers of supply chain challenges and our efforts to mitigate disruptions, including onboarding additional suppliers, reallocating raw materials from other parts of our network, investing in long-term buying commitments, and leveraging our global network of logistics partners to help us adapt and minimize delivery delays and disruptions.

At this time, Stryker continues to experience supply chain challenges, specifically related to the LIFEPAK® 1000 defibrillator replacement battery. This is due to our current supplier's decision to exit the defibrillator battery business, coupled with a constraint on components in other parts of the supply chain.

Stryker continues to be focused on improving production and securing raw materials and components to meet our customer needs. With respect to the LIFEPAK 1000 replacement battery, Stryker is taking the following steps:

- Working closely with our Tier 1 supplier to increase production volume through overtime and additional shifts.
- Collaborating directly with Tier 2 component suppliers to resolve constraints.
- Executing a manufacturing transfer project to a new supplier. This transfer will not result in a change to product specifications or registrations.

Patient safety and customer satisfaction are our first priority. During this time of disruption, Stryker encourages customers to follow instructions on the LIFEPAK 1000 device and battery to determine the level of charge remaining on the battery. In accordance with NHSSC's request for user guides for the LIFEPAK 1000 batteries, please find below an extract. Stryker will provide the full user guide separately to this letter.

**Emergency Care**

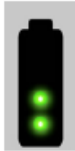
11811 Willows Road NE, Redmond, WA 98052 USA | P +1 425 867 4000 | Toll-free +1 800 442 1142 | [stryker.com](http://stryker.com)

## Storing the Battery

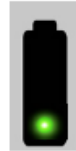
A new nonrechargeable battery has a shelf life of five years if stored at 20° to 30°C (68° to 86°F). The battery self-discharges over time. Therefore, when the battery is eventually placed in the defibrillator, its useful life will be reduced depending on how long it was stored.

## Interpreting the Battery Fuel Gauge

To view the battery fuel gauge, press the gray button below the battery symbol. The illustration below provides an overview of the LED indicators:



One to four lights indicate the relative charge of the battery; four lights indicate maximum charge.



One light indicates "Replace battery."

Stryker is making every effort to fill orders for LIFEPAK 1000 replacement battery, with priority for customers based on expiration date of the battery. Stryker will communicate estimates for lead times on individual orders separately.

Please contact directly if you have any questions or concerns.

Sincerely,



Vincent van Gelderen

Senior Manager, RAQAC, Medical, EMEA

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