

19th June 2026

Dear valued customer,

As you are aware, there is currently an interruption in the supply of some of ZOLL's defibrillator electrodes within our portfolio. We wanted to write and update you on this and provide some clarity on the current situation.

During our manufacturing process, our strict quality control process flagged a potential quality issue with the gel elements of the affected electrodes. In response to this, we are carrying out a full investigation to ensure that, when released, they are of the same high standard as before this brief pause. It is important to note that none of the electrodes already in circulation are affected by this issue.

The following electrodes and part numbers are affected by this interruption:

Adult Electrode Description	Case Part Number
OneStep™ CPR Complete Electrode (8/box)	8900-0214-01
OneStep™ - Basic Electrode (8/box)	8900-0211-01
OneStep™ - Basic Electrode Green Connector (8/box)	8900-000253-05
OneStep™ - CPR AA (8/box)	8900-0217-01
OneStep™ - CPR AA Green Connector (8/box)	8900-000254-05
CPR Stat-padz® Electrode (8/box)	8900-0400

Paediatric Electrode Description	Case Part Number
OneStep™ Paediatric CPR Electrode (8/box)	8900-000220-01
OneStep™ Paediatric Electrode (8/box)	8900-0215-40
OneStep™ Paediatric Green Connector (8/box)	8900-000255-05

We are treating this with the highest priority, whilst ensuring focus remains on quality assurance and patient care. In the meantime, there are alternative electrodes available for use with your ZOLL devices, and your local sales representative will be able to help you find the most appropriate options for your clinical setting.

We apologise for any inconvenience this may cause, and updates will be provided as we make progress. Thank you for your continued partnership and understanding.

Yours sincerely,



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