

23rd June, 2026

Dear valued customer,

Thank you for your continued support and partnership with ZOLL. We wish to inform you that ZOLL recently experienced temporary production issues with the AED 3 battery. This issue has now been resolved, and whilst regular shipments have resumed, the pause has created a backlog situation, hence the longer than normal lead-time that you are experiencing today. I am, however, pleased to update you that the production and shipping of these items is increasing daily, and we expect to return to normal operations by 30th September.

The following UK part numbers are impacted:

Description	
AED 3 Battery	8000-000696
AED 3 Aviation Battery	8000-000697

We encourage all customers to contact your local ZOLL sales representative for support to do with AED 3 batteries and any alternative solutions that may fit your clinical environment.

ZOLL is committed to supporting you through this period and we will continue to update you on the situation as appropriate.

We apologize for the inconvenience that this may cause and sincerely appreciate your continued support and dedication to exceptional patient care.

Respectfully



Jamie Cooke
Strategic Lead – Electrode and Consumables
EMEA