

15th June 2022

Dear Valued ZOLL Business Partner,

First of all I would like to take this opportunity to thank you for your continued partnership, your flexibility and your patience as we continue to be impacted by the supply chain shortages affecting so many industries around the world.

Like many companies, ZOLL relies on suppliers of semiconductors and other electronic components, plastics and resins and shipping logistics companies to be able to supply our life-saving medical devices to our customers. Due to supplier constraints and unprecedented levels of demand for ZOLL AEDs, we are unfortunately experiencing extended lead times on these devices. We understand the frustration and inconvenience this is causing you and can only apologise that you and your customers are experiencing such delays.

In terms of an update, our current delivery timelines on new orders are around 6 to 9 months. These may vary depending upon product and given the current uncertainty around supply chains such delivery timelines are subject to change. We acknowledge that the next few months will be challenging for us all, but please rest assured we are utilising all our resources and relationships within the global supply chain to bring lead times back to more normal levels. In the meantime we will continue to ship orders to you as soon as possible.

Whilst the supply of AEDs is disrupted, lead times remain in the normal range for most ZOLL AED batteries and electrodes.

We want to thank you again for your partnership and your patience as we work through these global component shortages together.

Yours faithfully,



Mark Webster  
Vice President, International Operations