



November 13, 2009

URGENT - Voluntary Medical Device Correction AED Resistor Issue

Dear Customer,

Cardiac Science has determined certain automated external defibrillators (AEDs) manufactured between August 2003 and August 2009 may experience a rare product issue. These AEDs have resistors which may fail and the failure will not be detected by the AEDs' periodic self-tests. If the issue were to occur, the AED may not be able to deliver therapy during a rescue attempt and may affect resuscitation of the patient. This could lead to serious adverse health events or death. The affected models include Powerheart 9300A, 9300C, 9300D, 9300E, 9300P, 9390A, 9390E; and CardioVive 92531, 92532, and 92533, manufactured between August 2003 and August 2009.

With approximately 300,000 Cardiac Science AEDs in use, this issue contributed to an AED's inability to deliver therapy in two reported occurrences over a period spanning more than six years. The probability that this would occur in your AED is remote. This issue is predicted to occur in approximately one in 75,000 AEDs produced before August, 2009.

Our records show that your organization received one or more AEDs that could experience this issue.

By May, 2010 we will have a software update available that enhances the AED's self-test capability to detect this issue. We will provide this update once it is available. In the interim, Cardiac Science advises you to keep your AED in service and regularly check the status indicator on the front of the AED.

We want to remind you to continue to perform the Daily and Monthly Scheduled Maintenance as outlined in your Operator and Service manual. A copy of these procedures is available at www.cardiacscience.com/AED175. At this site, you may confirm if your AED(s) is affected and register for automatic e-mail reminders to conduct scheduled maintenance. Until the software is available, checking your AED on a daily basis will confirm, in most cases, if the device is rescue ready. If at anytime you determine your AED is not rescue ready (the status indicator is red) please contact us at 425.402.2000 (option 1) within the United States. Outside the US contact us at +44.161.926.0011 or contact your local Cardiac Science representative.

We apologize for any inconvenience this issue may create. If you have questions regarding this alert, reach us at 877.901.1788 within the United States and +44.161.926.0011 if outside the United States. You may also email us at AED175@cardiacscience.com.

Thank you,

A handwritten signature in black ink, appearing to read "John Sawyer".

John Sawyer

Vice President, Quality Assurance and Regulatory Affairs

3303 Monte Villa Parkway
Bothell, WA 98021-8969
Tel: 425 402 2000
Fax: 425 402 2006
Toll Free: 800 426 0337
www.cardiacscience.com

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