



Product availability bulletin: HeartSine® samaritan® PAD and HeartSine samaritan Pad-Paks™

August 2021

Dear valued partners,

As communities across the globe return to school and work environments safely, we're experiencing an unexpected rapid increase in demand for AEDs and AED accessories.

The global pandemic has caused supply shortages worldwide in every industry, which are completely outside of Stryker's control. Due to supplier constraints, we are continuing to experience extended lead times for the HeartSine samaritan PAD AEDs and HeartSine samaritan Pad-Paks and want to be transparent about the delay in filling orders.

Why do we have supply delays?

Some components, specifically for our HeartSine Pad-Paks, rely on external supplier lead times which have created a supply bottleneck. Therefore, we have experienced extended lead times on the production of the HeartSine defibrillators and accessories while we wait for additional components.

How are we resolving this issue?

We are working with our supplier partners to secure shorter lead times by using an expedited carrier service and increased component purchases to accelerate the supply of our Pad-Paks. We expanded the assembly capacity in our plant by hiring additional employees to increase the production output. We are now manufacturing at maximum capacity with current supply constraints.

When do we expect to clear our backlog?

We continue to ship orders at a steady rate and are working through our global backorder with a goal to be back to standard lead times by the beginning of 2022, pending any additional global supply chain constraints.

We are committed to working side by side with our supplier partners to get back to full capacity as quickly as possible.

Thank you for your continued patience and understanding. Please reach out to your account manager if you have any questions.

Sincerely,

Autumn Anderson
Manager, Downstream Marketing, Public Access

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