

Notice Print Date (Month/Day/Year)
7/21/2010

URGENT NOTICE - MEDICAL DEVICE CORRECTION
Mandatory Software Update Available for
Certain Cardiac Science AEDs

Dear Customer,

Cardiac Science previously notified you that certain automated external defibrillators (AEDs) manufactured between August 2003 and August 2009 may experience a rare product issue, where resistors may fail and 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. Information regarding this action can be found at www.cardiacscience.com/aed175.

This is to inform you a mandatory software update for all affected models is now available. This update enhances the AED's capability to detect the resistor issue during normal self-test procedures.

Our records show your organization received one or more affected AEDs that need this software update installed as soon as possible.

What you should do now

The attached list shows all the affected device(s) our records indicate you received.

If the device(s) is still in your possession: Visit www.cardiacscience.com/AED175 to download and install this mandatory update. Alternatively, you may call us at 877.901.1788 or ask us from the Web site to mail you a CD and written instructions.

Once you update your affected device(s), you must provide confirmation to Cardiac Science for each AED you update. Instructions how to do this will be provided with the update software.

If the device(s) is not in your possession: Contact us at 877.901.1788 or email us at AED175@cardiacscience.com. Then forward this letter to the person who possesses the AED. It is critical all end users with affected devices receive this information immediately.

We apologize for any inconvenience this issue may create. If you have questions regarding this notice, contact us at 877.901.1788 or AED175@cardiacscience.com.

Thank you,



Bob Odell

Sr. Vice President, Strategy, Design, & Operations

