

This communication is intended for Philips HeartStart customers in the United States and United States territories.

PHILIPS

Philips Healthcare

22100 Bothell Everett Highway
Bothell, WA 98021
Emergency Care & Resuscitation

January 6, 2021

To Our Valued United States Philips HeartStart FR3 Defibrillator Customer:

By this letter, Philips is notifying you that Philips is discontinuing the Philips HeartStart FR3 Defibrillator (PN 861388 & 861389), effective immediately. The decision to discontinue the HeartStart FR3 Defibrillator was made due to lack of components necessary to continue manufacturing the HeartStart FR3 Defibrillator main device; Philips has exhausted the supply of these components and suppliers are unable to maintain additional supply. Philips HeartStart FR3 Defibrillators currently in service may remain in service.

To support the continued service of HeartStart FR3 Defibrillators, Philips plans to sell compatible, pads, batteries, and other key accessories through April 30, 2025. Philips will also honor the warranty of all Philips HeartStart FR3 Defibrillators through the warranty period.

If you are interested in an alternative to the Philips HeartStart FR3 Defibrillator, please contact your Philips representative for availability, complete product technical specifications, and literature.

Philips is committed to supporting you during this transition. If we can assist you, please reach out to your Philips representative.

Sincerely,



Jesse Morenz

AED Product Manager
Philips Healthcare
Emergency Care & Resuscitation