



Product availability bulletin: LIFEPAK CR[®] Plus defibrillator CHARGE-PAK[™] Charging Unit and QUIK-PAK[™] Electrodes

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 LIFEPAK CR Plus defibrillator CHARGE-PAK charging unit and QUIK-PAK electrodes.

We are committed to supporting the legacy LIFEPAK CR Plus and want to be transparent about the delay in filling orders.

Why do we have supply delays?

Over the last few months, two different sub-suppliers for components of the LIFEPAK CR Plus defibrillator CHARGE-PAK charging unit and QUIK-PAK electrodes have intermittently stopped production due to material and resource constraints. Due to material constraints, one component was obsoleted by a sub-supplier which required a revalidation process for the replacement component with the U.S. Food and Drug Administration (FDA).

How are we resolving this issue?

Stryker is working with these suppliers to ramp back up, but the material challenges persist. We have seen notable progress as production has resumed, but at a lower rate.

When do we expect to clear our backlog?

We are receiving the components for the LIFEPAK CR Plus defibrillator CHARGE-PAK charging unit and QUIK-PAK electrodes in limited supply and continue to ship orders at a lower, but steady rate. We are working through our global backorder with a goal to be back to standard lead times by May 2022, pending any additional global supply chain constraints. If this target changes, we will provide additional communication.

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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11811 Willows Road NE, Redmond, WA 98052 USA | stryker.com