



## **PRODUCT SUPPLY CONSTRAINT: PHILIPS FRX ACCESSORIES**

We are currently experiencing significant supply challenges with the Philips FRx AED Accessories including batteries and pads. According to Philips, this is a global challenge being driven by over-stimulation and high demand in the global transportation industry. At Philips specifically, an increase in their customer demand has amplified the capacity challenge.

Some of the issues Philips is facing from the increased shipping demand include:

- ▶ Shipping container shortages
- ▶ Global capacity constraints in ocean shipping lanes
- ▶ Port congestion with longer wait times and increased controls and regulations
- ▶ Lack of capacity (drivers) for delivery
- ▶ Increase in shipments resulting in U.S. Customs clearance delays and, in some instances, returns to our factories

We realize this is an inconvenience and want to assure you we are coordinating with our supplier to meeting your needs as quickly as supply becomes available. We appreciate your patience as we work through this global shortage.

As an alternative we do have a reserved supply of AED loaners that we can provide if necessary. In addition, we do have new and alternative AEDs for purchase.

We thank you for your consideration and we hope the situation improves over the next one to two months. If you have any questions about our current supply and lead times or prefer to buy a new AED, please reach out to me directly.