

December 2021

Extended Lead Times

I am very sorry to be writing to inform you that Martek Lifecare are still working with extended lead times in our AED supply chain, this is affecting the full Lifeline series of AEDs and includes replacement batteries.

Our partner is experiencing extended and inconsistent lead times in their supply chain for several components required in the manufacturing of the units. You may be aware that this is also happening in other electronic industries in addition to global AED manufacturers. The inconsistent aspect and several unexpected part shipments in the supply chain is making firm manufacturing schedules incredibly difficult.

Considering the challenges being faced across the industry there is an incredibly high demand for AEDs worldwide and our partner continues to work with alternative suppliers and the FDA to mitigate as many of the challenges as they can. They speak with us frequently and we know they are doing all they can to resolve the challenges and their absolute priority is to get units manufactured and delivered.

I understand how much this is impacting your own businesses and customers, we have taken onboard feedback we have received, and we will improve our communication going forwards to keep you updated. I am unable to give any firm forecasts at this time, but due to the challenges above and the annual stock take at Defibtech early January, I expect we will receive limited stock in the latter part of January and the Customer Service Team will advise you when this is confirmed.

I wanted to say a personal thank you from myself, Alasdair, Rob, and Becky for continuing to work with us through an incredibly frustrating time. Your patience and understanding are incredibly valued, and I very much look forward to seeing these challenges coming to an end in the coming months.

I wish you all a wonderful holiday season with friends and family and a fantastic New Year.

For and on behalf of Martek Lifecare



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