

June 2025

Re: Pad-Pak™ and HeartSine® samaritan® PAD shipment delays

Dear Valued Customer,

As part of our ongoing commitment to quality and patient safety, we identified a potential issue with Pad-Paks that required further investigation. To ensure our continued high standards, we temporarily paused distribution of Pad-Paks while this review was underway.

Following our assessment, we determined that updates to our manufacturing process may be needed before we resume production. We are actively working on implementing these updates and currently anticipate resuming production for Pak-Paks in the second half of Q3.

Given that the HeartSine samaritan PADs and Pad-Paks are regulated medical devices, these manufacturing changes may require regulatory notification or approval prior to implementation. We are working on defining the regulatory approval timeframe within each respective country, which will inform the expected timeline for availability of Pad-Paks in each country.

We are also working on implementing updates for our HeartSine samaritan PADs and currently anticipate resuming production in Q4 2025.

We regret any disruption this has caused and would like to reassure you that we are committed to meeting our high internal quality standards and your expectations.

Best Regards,

Meriam Gabera
Senior Director, RAQAC

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