

April 8, 2025

Dear Valued Customer,

As you know, ZOLL® Medical expanded its respiratory care solutions with the acquisition of the bellavista®, fabian®*, LTV®, 3100 HFOV, Infant Flow® LP, and Respiratory Knowledge Portal (RKP) product lines in October 2024. We are writing to share an update on the integration of these solutions into our product portfolio and the resulting enhancements in our ability to serve customers like you.

Expanding Our Business Strategy and Delivering More Value to Customers

Respiratory care is central to ZOLL's business strategy and has been an area of growth and investment activity for many years. The recent expansion of our respiratory care offering gives customers more choices among a broad set of solutions, including invasive and non-invasive critical care support for patients, across a variety of healthcare settings, from neonatal to adult ventilation.

Since closing the acquisition, ZOLL has made significant progress improving customer support, including:

- Accelerating continued availability of all acquired ventilators and associated consumables, service parts, accessories, and service program offerings through existing channels
- Enhancing and streamlining customer service operations across ZOLL
- Improving the efficiency of order and billing processes
- Investing in industry events, including AARC, Arab Health, Miami Neonatology, EPNV, and others, to build relationships directly with our customers and partners
- Updating U.S. regulatory filings and proceeding with necessary actions to help ensure long-term MDR compliance
- Strengthening our supply chains and our ability to forecast demand

Benefits of Working With ZOLL

At ZOLL, we're passionate about improving patient outcomes and helping save lives, and our goal in respiratory care is to provide the best solutions for patients and clinicians around the world.

One of the most distinctive aspects of ZOLL's culture is our deep clinical focus and expertise, in keeping with the legacy of Dr. Paul Zoll, a Lasker Award-winning physician who co-founded ZOLL Medical in 1980 and is known as the "Father of Modern Cardiac Electrotherapy."

Our company has a long history of stable growth, so you can rest assured that the latest additions to our product portfolio have the full backing of a strong and dedicated market leader. We have more than 7,000 employees, 16 manufacturing and product development locations, and presence in more than 140 countries around the world. And we continually invest in research and development to extend our record of innovation, which includes:

- Robust clinical differentiators in neonatal, pediatric, transport, High Frequency Oscillatory Ventilation (HFOV), and acute care ventilation
- EMV+®, the only ventilator that has been tested and approved for both Military Airworthiness Release and Safe-to-Fly on rotary and fixed-wing Army, Air Force, and Navy aircraft
- Global leadership in AEDs; first company to offer real-time CPR feedback in every defibrillator
- World's first wearable defibrillator, used in the care of more than 1 million patients over 20+ years
- First and only FDA-approved treatment shown to reduce damage to heart muscle after the most severe type of heart attack; awarded an Innovative Technology contract from Vizient, Inc. in 2024
- Software solutions that play a part in 20 million—or about 40%—of the emergency medical services (EMS) events in the United States annually

Your business is our priority, and we thank you for your continued trust as we work together to reach more critically ill patients and the clinicians who treat them. Please don't hesitate to contact your dedicated ZOLL Medical sales representative or our [Customer Service team](#) at 800-348-9011 with any questions or concerns.

Warm regards,



Elijah White
President, Acute Care Technology

* Not available for sale in the U.S.