

**ZOLL AED Plus Corrective Action  
U.S. CUSTOMER  
Questions and Answers**

***Q: How can I tell if my AED Plus<sup>®</sup> is subject to the Corrective Action?***

**A:** Look at the unique serial number, containing letters and digits under a barcode, printed on the bottom of your AED Plus. If the last six digits are *UNDER* 200000, then your AED Plus *IS* subject to the Corrective Action. If you received your AED prior to February 14, 2009, then you will definitely find your serial number is within the range of those needing corrective action.

***Q: What can be done to correct the situation?***

**A:** You should upgrade the software in your AED Plus and replace the batteries if your new software calls for it. The questions and answers that follow will provide you with the details needed to help you correct the situation.

***Q: I have received a second letter from ZOLL<sup>®</sup>, and I have read about a Corrective Action in a news report. I already received notification earlier that recommended changing batteries every three years as well as the option to upgrade my software. Is this a second Corrective Action?***

**A:** No. This is the same Corrective Action that you heard about in February. ZOLL has, however, changed the recommendation to include only the software upgrade and issued a news release to alert customers. Changing batteries without upgrading software is no longer recommended. This is a voluntary Corrective Action by ZOLL and is being done to avoid any future problems.

***Q: If I already took action by purchasing new batteries when the Corrective Action was announced, do I now have to upgrade my software as well? What should I do with the batteries I purchased?***

**A:** Yes. You should go ahead and upgrade your software as soon as possible. If you have not yet installed the batteries you purchased previously, install your software first. If you need to replace batteries, your AED Plus will tell you. If it does not, your old batteries are still fine. The new batteries you bought have a shelf-life of ten years. You can keep them and install them some time in the next five years, when your AED Plus prompts you to change batteries. If you have already installed the batteries you purchased recently, after upgrading your software you should expect them to last up to five years from the date of installation. (Note: UNDER NO CIRCUMSTANCES SHOULD YOU ATTEMPT TO RE-INSTALL ANY BATTERIES THAT WERE PREVIOUSLY INSTALLED.)

***Q: How can I upgrade my software?***

**A:** Go to [www.zollaedplusbatteryhelp.com](http://www.zollaedplusbatteryhelp.com) where you will be asked to enter your contact information. You will be able to download the new software at no cost. If you wish, you may also order a CD that will be shipped to you free of charge. To order a CD, you will need to enter a valid serial number from an AED Plus you intend to upgrade.

**Q: *Do I need to take action immediately?***

**A:** Yes. A unit whose batteries were installed MORE than three years ago could have defective batteries and should be upgraded as soon as possible.

**Q: *What if I am not certain when I installed batteries in my AED Plus?***

**A:** All users should upgrade their software as soon as possible, regardless of battery age.

**Q: *If my batteries were installed more than three years ago and I have not upgraded my software, what problem could I have?***

**A:** Your 123A Lithium batteries may not function properly in all cases. You could turn on your AED Plus (showing a green check in the status indicator) to start a rescue, your AED Plus could perform a rhythm analysis recommending a shock, but your 123A Lithium batteries *MAY NOT* be capable of building up the necessary charge in the time required by the AED Plus. If this happens, the AED Plus will prompt you to “Change batteries” and will NOT deliver a shock.

**Q: *If I installed my AED Plus more than three years ago, how likely am I to have this problem?***

**A:** Our investigation shows that very few units currently installed have ever exhibited this problem. By no means should anyone *ever* hesitate to use an AED Plus, no matter how long it has been installed.

**Q: *What causes this problem?***

**A:** After a long period of non-use in stand-by mode, it is possible that internal resistance can build up in the 123A batteries. This internal resistance might interfere with the battery set’s ability to deliver its stored charge in a timely manner.

**Q: *Should such a failure occur, what would my AED Plus say?***

**A:** It would say, “Don’t touch patient. Analyzing.” Next it would say, “Shock advised.” Then it would say, “No shock delivered. Change batteries. Change batteries. Start CPR.”

**Q: *Suppose I use my AED Plus in a rescue later today, before making any correction to it, and I experience this failure, IS THERE ANYTHING I CAN DO?***

**A: YES!** In the event of such a failure, you should immediately resume CPR. Power down the AED Plus by pushing the on/off button. Wait 10 seconds until the unit has time to reset, and then turn the unit back on. It will immediately begin another heart analysis. If the victim has a shockable rhythm, when the AED Plus calls for the high power needed to build-up the charge for a shock, the batteries may deliver the needed energy.

**Q: *How can I upgrade my AED Plus with the new software?***

**A:** You will need a Personal Computer running Windows XP or Windows 2000 that is equipped with an IrDA (infrared) port. Load the ZOLL Administrative Software (ZAS) onto your PC from either the ZOLL download site, or by ordering a CD from ZOLL. To do either, visit [www.ZOLLAEDPlusbatteryhelp.com](http://www.ZOLLAEDPlusbatteryhelp.com).

**Q: *How long will it take to upgrade my AED Plus?***

**A:** It will take about five minutes to install ZAS on your computer. Once ZAS is installed on your PC, it will take about three minutes to communicate with and upgrade your AED Plus. It could take a few minutes longer, if your AED Plus is not currently running software compatible with the 2005 Guidelines.

**Q: *If I have an AED Plus that was subject to the Corrective Action, but I am not certain whether it has been upgraded yet, how can I tell if it has been upgraded?***

**A:** Conduct a manual self-test by holding down the on/off button for longer than five seconds. While the test is running, if the LED lights on the face of the unit go around from icon-to-icon continuously without stopping, you can be certain that the AED Plus in question HAS the new software. If the lights go around from icon to icon only once and stop with a flashing LED on the shock button, then you can be certain that the AED Plus in question has NOT been upgraded. At the end of the self-test the display screen will present a text display for about four seconds. If the text “P: 5.32” appears, you can be certain that this AED has been upgraded. If the “P” value is less than 5.32, it has not. If your AED Plus has no display screen, you can communicate with the AED Plus with ZAS using the infra-red port to determine the version of the application loaded on the AED Plus. If this value is less than 5.32, your AED Plus has not been upgraded.

**Q: *After I upgrade my software, will I also need to change my batteries?***

**A:** In most cases, no. When ZAS installs your new software, it will immediately test the batteries. Once the upgrade is complete, if your status indicator is showing a green check, you can be certain that your batteries have no internal resistance that could interfere with the delivery of high-power to your AED Plus. This same test will be performed once a month automatically. The same battery test will also be performed whenever you put new batteries into your AED Plus and whenever you initiate a manual self-test by holding down the on/off button for more than five seconds.

**Q: *If my new software indicates I should change my batteries, is ZOLL offering any sort of assistance with battery pricing?***

**A:** Yes. At [www.ZOLLAEDPlusbatteryhelp.com](http://www.ZOLLAEDPlusbatteryhelp.com), in addition to downloading software you can also purchase batteries for \$39.95 per sleeve of ten, including shipping, (half the regular price) using a credit card. For each sleeve ordered, you will have to enter a valid AED Plus serial number.

**Q: *What if I have a PC with no IrDA port?***

**A:** IrDA ports with USB connectors are readily available in electronics stores everywhere. If, however, you would prefer to order directly from ZOLL, we offer a very inexpensive IrDA port device that costs only \$19.95 (including shipping to the U.S.) at the web site mentioned above.

**Q: *Can I upgrade more than one AED Plus with the ZAS software?***

**A:** Yes, you can. Once you have a PC with ZAS loaded onto it and an IrDA port, you may upgrade as many AED Pluses as you wish, of course at no further cost.

**Q: *By upgrading my AED Plus with my own PC, am I taking on any sort of added liability?***

**A:** Definitely not. Once you download our software, install it in your AED Plus and get a green check in your status window, it is as if we shipped you the unit with the new software installed by ZOLL. We are responsible for the software and its proper operation. ZOLL is ultimately responsible for any liability associated with our products or the directions we supply with them or upgrades. If for any reason you cannot get a green check in your status window after performing the upgrade, contact ZOLL Technical Service immediately.

**Q: *Can I have someone perform the upgrade for me at my site?***

**A:** Contact your Distributor. Some are providing upgrade services. Check our BatteryHelp website as well, where we list Authorized Distributors whom we know to be offering upgrade services.

**Q: *Once I have upgraded my AED Plus, do I have to contact the FDA or ZOLL?***

**A:** You do *NOT* have to contact the FDA, but you *ARE* required to let your distributor or ZOLL know when you have updated your units. You will need to send a list of serial numbers for units upgraded and a contact name, address, and signature. ZAS makes it very easy to do this. After upgrading each unit, ZAS can generate a report showing the date, time, and serial number of the unit updated. The ZAS wizard will also maintain, on your desktop, a log file of every AED Plus you have upgraded. (This is a “txt” file called “AED\_Plus\_Battery\_Upgrade\_Log.”) Print this file out and mail or fax it to us (at 978-421-0010) or attach it to an email and send it to [AED+DCA1@zoll.com](mailto:AED+DCA1@zoll.com). You may also inform ZOLL of all your upgraded devices by visiting the BatteryHelp website and entering their serial numbers. Do this by clicking the link in the box labeled “3” that says “confirm your software upgrade with ZOLL.” You may in the future be contacted by either ZOLL or the FDA and be asked about the status of your upgraded devices as part of a Corrective Action audit.

**Q: *If I purchase another AED Plus from ZOLL or an Authorized ZOLL Distributor in the future, will it contain the new software?***

**A:** Yes. You will *NOT* need to apply this upgrade to any AED Plus with a serial number whose last six digits are *ABOVE* 200000, and you can expect the batteries to last up to five years in normal stand-by mode.