ZOLL®
an Asahi Kasei company

269 Mill Road
Chelmsford, MA 01824

978.421.9655 (main)
978.421.0025 (fax)
zoll.com

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Dear Valued ZOLL Powerheart G3 Elite Customer:

Due to our inability to source critical components we will be ending the production of the ZOLL® Powerheart® G3 Elite models on 31 March 2023. We will continue to service and support existing Powerheart G3 Elite devices for the complete warranty period remaining on your device

After 31 March 2023, ZOLL will continue to serve our global customers with the AED Plus®, Powerheart G5, ZOLL AED 3®, and AED Pro® devices all of which have FDA pre-market approval (PMA) and are in the process of being reviewed for EU MDR approval.

Thank you for trusting the Powerheart G3 Elite device to serve as your first response AED. Please contact your authorized ZOLL distributor, local ZOLL sales manager, or ZOLL customer service with questions regarding this notification.

Thank you,

Deborah Leahy

Deborah Leahy
Vice President Marketing and Customer Experience
ZOLL Medical Corporation

Frequently Asked Questions
Powerheart G3 Elite End of Production

- With ZOLL ending production of the Powerheart G3 Elite on 31 March 2023 can I still purchase a device from a ZOLL business partner after that date?
    - Yes
        - For countries under the EU MDR requirements, you can purchase a Powerheart G3 Elite device up to 26 May 2025 as long as it is delivered by 26 May 2025.
        - For all other countries ZOLL Business Partners may continue to market and sell the Powerheart G3 Elite until their inventory is depleted.

- Will the Powerheart G3 Elite Warranty Change?
    - No, the Powerheart G3 Elites standard warranty will not change, 5 years standard with an additional 2 years with product registration.
    - The warranty is effective from when the device is shipped from ZOLL.

- Will the process for warranty claims or technical support change?
    - No.

- What are the affected Models?
    - 9790A-10xx - Powerheart G3 Elite Fully Auto AED
    - 9790E-10xx - Powerheart G3 Elite Semi Auto AED
    - 180-5020-30X – Powerheart G3 Trainer
    - 9146-702 - Powerheart G3 Elite Intellisense battery

- Will ZOLL continue to sell Powerheart G3 / Powerheart G3 Plus / Powerheart G3 Elite accessories?
    - Yes, we have no plans to discontinue the sale of Powerheart G3 accessories and we are pursuing EU MDR approval.
    - The Powerheart G3 Elite Intellisense battery (PN 9146-702) will be replaced with the Powerheart G3 Intellisense battery (PN 9146-302) which offers the same performance.