

PHILIPS

November 2021

Dear valued customer,

Due to supplier constraints caused by global component and material shortages and high demand, we are continuing to experience extended lead times for our Philips Heartstart HS1 and FRx Automated External Defibrillator (AED) devices. As you may be aware other industries are also being impacted by these global component shortages.

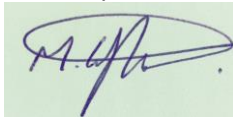
Philips is managing the continued global material and component supply constraints effecting suppliers and manufacturers, by reviewing production planning on a regular basis. Resolving these delays is our highest priority.

We continue to manufacture products through these constraints and are working through our global backorders with our supplier Partners. We anticipate being back to standard lead times by H2 2022.

Please note that this also impacts accessories such as Pads for the AED's and we are working diligently with our suppliers to resume normal shipment as quickly as possible.

We apologise for the inconvenience this is causing you and thank you for your patience and understanding.

Sincerely,



Mark Leftwich

Market Leader, Connected Care
Philips UKI

