



Date: March 7, 2018

To: All Medical First Responders/Agencies

From: EHS Medical First Response Program

Re: Phillip's FRx AEDs Recall Notice

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Hi everyone,

MFR services have received a recall notice involving the Phillips FRx AED. These devices are currently within the EHS Medical First Response (MFR) program agencies that were brought in 2009 and up to 2013. The issue is an electrical component (resistor) that has caused a minimal failure rate (less than .5% per year).

We have included a copy of the recall notice and are asking that all persons responsible for the EHS MFR AEDs within your department to please review it so they are informed if an issue arises with your agency's device.

The information provided by Phillips in the voluntary recall states that the in-use reliability of these devices is over 99.9% and the vast majority of issues were found (over 99%) when the machines completed regular daily, weekly and monthly self-checks. To date there has been 13 instances reported during an actual cardiac arrest.

The recall notice asks all users to pay particular attention to any audible chirps that may emit from the device. If the AED emits a series of triple-chirps please remove the device from service immediately and notify EHS MFR Services. If this happens during an actual emergency please follow the steps included from Phillips in the recall notice. Phillips has also posted a video for information purposes at [www.philips.com/aedaudiblechirps](http://www.philips.com/aedaudiblechirps).

EHS MFR Services has included a copy of the confirmation form from Phillips and we are requesting that an authorized person from your department fill out the form and return it to EHS MFR Services, Attention: Jill Burke, MFR Registrar. MFR Services will then forward all forms onto Phillips.

EHS MFR Services has already started the process of replacing the Phillips devices with new Zoll AEDs. This process will be ongoing until all the Phillips devices are replaced within the system. If you have any questions please contact [mfrservices@emci.ca](mailto:mfrservices@emci.ca)

Thank you,

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