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Dear ZOLL Customer:

The purpose of this letter is to make you aware of new regulations regarding the air shipment of lithium ion battery packs. Effective April 1, 2016, the International Air Transport Association (IATA) has mandated that any individual lithium ion battery that is to be shipped via air (domestically or internationally) must be at a state of charge (SOC) no greater than 30%.

This regulation applies to the following ZOLL products: SurePower™/SurePower II and all integrated EMV+®, AEV®, and Eagle II® ventilator batteries. Battery packs that are not affected by this regulation include those for the AED Plus®, AED Pro® (disposable only) and ZOLL sealed lead acid (SLA).

Please note that this applies to ALL new Li-Ion battery packs that ZOLL will ship from our finished goods warehouse. These battery packs will arrive with a state of charge (SOC) of 30%. ZOLL recommends that upon receipt, a new battery pack be fully charged immediately before being used. Please note that battery packs, sent by our Technical Support team, will most likely be at 100% charge and delivered via a ground method of shipment.

If you need to return any one of the Li-Ion battery packs listed above by air shipment, the battery pack must be either discharged to <30% or the battery pack needs to be returned in a device. The IATA regulations allow a fully charged battery pack to be sent via an air shipment provided the battery pack is installed in the device (Defib, AED or Ventilator). If the battery pack cannot identify its state due to a malfunction (<30% or 2 LEDs) it cannot ship by air and must be returned by ground shipment. ZOLL's Technical Support team will be available for any additional guidance that you may require.

I apologize for the inconvenience this may cause. If you have any further questions regarding this regulation, please feel free to contact me.

Best regards,

Andrew Fleischacker  
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