27.06.2023

**Safety Update for your AED of the HeartSave series**

Dear Sir or Madam.,

with regard to the *Field Safety Notice (FSN)* (Metrax identification number MIN23004 / BfArM identification number 14322/23), Metrax GmbH is implementing a field safety corrective action for few devices of the M250 HeartSave series. The corrective action will be taken as a software update.

**Your AED(s) of the HeartSave series is/are also affected!**Therefore please carry out the following steps as soon as possible:

* Please find attached the CF card (Update-SaveCard).
* Download the *"Instructions for the device software update to ARM 3.19"* and the *"Confirmation form for the software update"* from the following link: **https://www.primedic.com/m250-update-arm319/**
* Install the update on your affected AEDs according to the instructions.
* Confirm the successful implementation of the software update with the confirmation form.
* Only use the software update on the AEDs which are listed in the instructions.

If you have any further questions, please do not hesitate to contact us using the following contact details:

**Heiko Borkowsky**

Phone: +49 741 257 223

E-mail: [vigilance@primedic.com](mailto:vigilance@primedic.com)

Thank you for your support and cooperation in implementing this action.

Kind regards

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QM & RA Manager | PRRC