

# SAFETY ALERT

## LIFEPAK® 15 AC Power Adapter Will Not Charge Batteries of Power Device

November 24, 2023

Dear Authorized Dealer,

Stryker is issuing this Safety Alert to notify all customers of a potential power supply issue identified with LIFEPAK 15 (LP15) AC Power Adapters (ACPAs) that were distributed to 110V countries.



Catalog Number	Product	Serial/Lot number(s) in Malaysia	Quantity
11140-000098	LIFEPAK 15 (LP15) AC Power Adapter (ACPA)	210512	2
11140-000098	LIFEPAK 15 (LP15) AC Power Adapter (ACPA)	211028	5
11140-000098	LIFEPAK 15 (LP15) AC Power Adapter (ACPA)	210301	2

### Description of issue:

Stryker has identified an increase in the number of complaints related to the LP15 ACPA failures with the reported symptoms of “Battery Not Charging” and “Auxiliary Power Will Not Power Device or Charge Batteries”. **This issue is only applicable to ACPAs used on 110V power grids.**

An ACPA exhibiting this failure mode may not charge the LP15 batteries and may not allow the LP15 to power on while plugged into the ACPA. Stryker has received numerous complaints, but there have been zero (0) Adverse Event Reports (AERs) submitted.

### Actions Required:

1. Do not use the affected ACPAs on 110V power grids.
2. Stryker recommends continued use of the affected LP15 and ACPA on power grids that operate on a voltage greater than 110V. Please follow the Operating Instruction (OI) recommendations for daily inspection and testing according to the checklist provided in the OI.
  - a. The checklist includes disconnecting the defibrillator from the power adapter, turning the device on, and confirming that two batteries are installed and charged. Then, the defibrillator should be reconnected to the power adapter and users should confirm that the battery charging LED on the defibrillator is illuminated or flashing.
3. Please complete and return the attached “Business Reply form” to [ilman@sixmurs.com](mailto:ilman@sixmurs.com).



We request that you **respond to this notice within 7 calendar days** from the date of receipt. Thank you for your support on this important matter.

We regret any inconvenience this notification may cause, we would like to reassure you that Stryker is committed to ensuring that only conforming devices meet our high internal quality standards and your expectations. If you have any questions, feel free to contact your local Stryker representative.

Sincerely,

Fadhullah Ilman

RA&QA Officer

Email : [ilman@sixmurs.com](mailto:ilman@sixmurs.com)

Phone : +60173087627

# Business Reply Form

Account number:  
Account name:  
Account Address:

## LIFEPAK® 15 AC Power Adapter

**Recall Number:** FA303 - PR 3359892



**November 24, 2023**

Response is required; Please complete and sign this form.  
Email the completed form to [ilman@sixmurs.com](mailto:ilman@sixmurs.com).

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*Note: Your signature indicates that you have received and understood the enclosed Safety Alert.*

**Form completed by:**

Printed Name	Muhammmad Fadhlullah Ilman	Title	RA & QA Officer
Signature		Phone	0173087627
Date	24 November 2023	Email	ilman@sixmurs.com