January 6, 2025

RE: RescueNet® FireRMS Will Reach its End of Life on December 31, 2025

Dear RescueNet® FireRMS customer,

ZOLL Data Systems will discontinue its RescueNet FireRMS solution on December 31, 2025. We encourage you to transition to a NERIS-compliant fire reporting vendor as soon as possible to ensure a smooth transition. As a part of this end-of-life process, we will end development of new features, including support for NERIS. Bug fixes and other critical updates will continue to be provided until December 31, 2025.

Beyond December 31, 2025, while you will still be able to create new NFIRS records, they will not be compliant with the NERIS standard required on January 1, 2026. Your historical data will remain on your enterprise server. Please contact ZOLL Data Systems support at 800-663-3911 as soon as possible for more information.

The RescueNet FireRMS End-of-Life Frequently Asked Questions (FAQ) document provides additional information about this end-of-life announcement.

Sincerely,
The ZOLL Data Systems Team

Enclosure: FAQ

RescueNet® FireRMS

END-OF-LIFE FAQ

Frequently Asked Questions

Why is RescueNet FireRMS reaching its end of life?

ZOLL Data Systems will discontinue RescueNet FireRMS as of December 31, 2025, to allow us to focus our efforts on delivering best-in-class EMS software and data solutions that help customers improve clinical, operational, and financial performance. The advance notification of end of life will allow our customers to select another vendor for their fire reporting solution.

Will RescueNet FireRMS support NERIS?

No, we will discontinue our efforts to support NERIS and encourage you to find a vendor as soon as possible that has developed or is developing support for NERIS prior to the January 1, 2026, cutover from NFIRS. In the event NERIS cutover is delayed, the end of life for RescueNet FireRMS will remain December 31, 2025. Please reach out to ZOLL Data Systems support for assistance by calling **800-663-3911** or submitting a ticket through the **Customer Community**.

Can I just stay on RescueNet FireRMS?

No, RescueNet FireRMS will not be NERIS-compliant and will no longer be supported by ZOLL Data Systems as of December 31, 2025. You must migrate to another NERIS-compliant vendor prior to that date. Your server instance will remain on premises for historical records or any migration to another vendor.

When do I need to transition to another NERIS-compliant fire vendor?

As soon as possible. NERIS has plans to transition all vendors to NERIS in the third quarter of 2025, and NFIRS records will no longer be accepted as of January 1, 2026.

How can I migrate my historical data from RescueNet FireRMS?

Please reach out to ZOLL Data Systems support for assistance by calling **800-663-3911** or submitting a ticket through the **Customer Community**. We will be providing a help guide soon to assist with data migration.

How long does the migration process take?

The migration process depends on the amount of data you've accumulated within the system. Customers can pull their own NFIRS reports which can then be used to import into your new vendor's system as historical records or kept on site by your agency.

What if my new fire vendor does not accept historical records?

You will still be able to export your NFIRS extracts from RescueNet FireRMS to store within your agency for future needs.

I also have RescueNet ePCR. Will it still function?

Yes, your RescueNet ePCR solution will continue to function normally after we turn off the RescueNet FireRMS integration configuration in RescueNet ePCR on December 31, 2025. Please reach out to ZOLL Data Systems support for assistance by calling **800-663-3911** or submitting a ticket through the **Customer Community**.

Is there existing integration in RescueNet ePCR with other fire vendors?

Please reach out to ZOLL Data Systems support for assistance by calling **800-663-3911** or submitting a ticket through the **Customer Community**.

Will my early termination fees for RescueNet FireRMS be waived?

Yes, early termination fees will be waived.

I want a single vendor for fire and ePCR. Can I cancel RescueNet ePCR without incurring an early termination fee?

Please see your existing RescueNet ePCR contract for early termination details.