



**Subject: Eitan Medical and ICU Medical – Transition of Set Supply For Sapphire™ Infusion System**

**Dear Valued Customer,**

We thank you for your continued trust and for using our Sapphire™ infusion system.

[Eitan Medical](#) and [ICU Medical](#) agreed that all current Sapphire™ Infusion System customers of ICU Medical will be exclusively serviced by Eitan Medical, the manufacturer of the Sapphire™ infusion system, this agreement will, include the provision of administration sets, accessories, spare and technical parts and repair and preventative maintenance services.

To maintain supply integrity of Sapphire administration sets Eitan Medical will, distribute administration sets manufactured by ICU Medical for the Sapphire™ Infusion System, further bolstering our current administration set supply around the world.

This transition marks the completion of a successful and beneficial partnership between Eitan Medical and ICU Medical.

Eitan Medical is also offering you the following exclusive Sapphire™ Infusion System benefits and services:

- Upgrade your Sapphire™ Infusion System software to the latest available software version
- Access to innovative administration – focused PC tools – [Sapphire™ Maintenance – Eitan Medical](#) to help optimize your fleet of devices by reducing downtime for service operations
- Pump trade-in deal: Trade in your aging Sapphire™ pump and receive credit towards a new Sapphire™ infusion device

At Eitan Medical, we strive to excel in our commitment to patient care, safety, and exceptional customer experience. We are proud to illustrate our innovations through the continued development of our intuitive and robust Sapphire™ Infusion pump, a proven and well-known solution within the healthcare ecosystem.

**All outstanding purchase orders placed with ICU Medical for Eitan Medical product will be honored by Eitan Medical and ICU Medical in accordance with its terms.**

Our team is focused on supporting you in migrating your ongoing contracts. For any support issues or concerns you may have during this transition and beyond, please reach out to our highly responsive, locally based support teams: [customerservice@eitanmedical.com](mailto:customerservice@eitanmedical.com) or **877-541-9944**.

To learn more about the transition and Eitan Medical Sapphire™ infusion system, please visit: [www.eitanmedical.com/set\\_transition/](http://www.eitanmedical.com/set_transition/)

Sincerely,

**Roger Massengale**  
Chief Commercial Officer