

21,Jan,2025

From: Deborah Brouwer-Maier
Vascular Access Marketing Manager
Transonic Systems Inc.
Subject: Update - Transonic HD03 Expected Life Notification Update

Dear Valued Customer,

We would like to clarify our previous notice regarding repair support for HD03 monitors. In October of 2023, Transonic announced that standard-cost repairs may not be feasible for HD03 monitors that are aged ten (10) years beyond their original purchase date. However, we want to reassure you that calibration services will continue to be available even for monitors beyond this period and clarify our ability to repair devices beyond 10 years.

The expected lifespan of the HD03 Monitor is seven (7) years, and following Transonic's maintenance and repair recommendations may extend its operational life by up to three (3) additional years. However, we do want to be transparent and remind customers that as medical devices age, especially beyond this 10-year mark, they may require extensive work to be brought up to the latest revisions, and this may add additional cost to maintenance.

Over the HD03's long lifespan, numerous component and material updates have been made to keep them current. For HD03s older than 10 years, certain component replacements may no longer be possible or may require extensive and costly repairs. In such cases, a replacement HD03 may offer customers a better long-term value.

For HD03 monitors over 10 years old that require repair, we will provide repair cost estimates to bring the system up to the current revision. If the repair is cost-prohibitive, we can also provide a quote for a replacement system. If your institution faces challenges in maintaining an aging HD03, we encourage you to contact your Transonic representative or distributor to discuss potential solutions. We are committed to working with you to ensure continued, reliable measurements for your patients.

This notice is intended to clarify our previous communication. Our priority remains the safety, effectiveness, and longevity of our devices, ensuring that patients continue to benefit from their use in maintaining vascular access health.

Sincerely,



Deborah Brouwer-Maier