

Jamie Witham

**Area Director of Field Service - East**

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**Memo**

To: Whom it May Concern  
From: Jamie Witham  
Date: January 2, 2018  
Re: Stryker ProCare as a Sole Source Service Provider

The purpose of this memorandum is to confirm that Stryker Medical is the original equipment manufacturer for all Stryker EMS products, and Stryker ProCare is the sole factory-authorized, full-service contract supplier for all EMS parts and service.

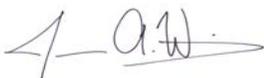
All parts are either manufactured at Stryker Medical or manufactured by an outside supplier specifically for Stryker. Stryker employs its own Field Service Team (ProCare) to perform maintenance on our products, using only new OEM parts for each repair.

In addition, the ProCare Team utilizes proprietary diagnostic tools and software when servicing Stryker powered equipment, such as the Power-LOAD. All tooling is calibrated, documented, and controlled through Stryker Medical headquarters in Portage, MI. Calibration records and training records are available upon request.

All service repairs are documented, tracked, and reviewed by Stryker Medical's Quality Team for compliance. In addition, the Food & Drug Administration (FDA) & other government agencies audit ProCare records to ensure only the highest level of safety for our customers. PM and service history documentation is available upon request.

Should you have any further questions, please feel free to contact the undersigned at (302)464-1076 for [jamie.witham@stryker.com](mailto:jamie.witham@stryker.com).

Sincerely,



Jamie Witham