

Tom Tackabury

ProCare Sales Manager

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Memo

To: Whom it May Concern
From: Tom Tackabury
Date: January 22, 2019
Re: Stryker ProCare / EMSAR Dual Source Service Providers

The purpose of this memorandum is to confirm that Stryker Medical is the original equipment manufacturer for all Stryker EMS Products. Stryker ProCare and EMSAR are the only factory-authorized, full-service contract suppliers authorized to perform EMS 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.

EMSAR is an authorized service provider for Stryker EMS Cots and Chairs, however Stryker's ProCare Team utilizes proprietary diagnostic tools and software when servicing the PowerLoad product. This diagnostic tool is not available to any third party service organization and is necessary to perform calibration of the PowerLoad product.

All Stryker 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 (248) 860 3540 for tom.tackabury@stryker.com.

Sincerely,

Tom Tackabury