

Dräger Medical Deutschland GmbH, 23542 Lübeck

Customer Letter

Dear customer,

We would like to inform you about an unfortunate event which occurred recently and which will affect our ability to ship selected products timely to you.

On the 13th of April – a large fire severely damaged the production- and warehouse site of one of our suppliers in Germany. The destruction caused by the fire included finished subassemblies, as well as components and service materials needed for several of our key products. As a result of this very unfortunate occurrence, the plant has been forced to stop production until further notice.

We are currently setting up alternative production solutions. The supplier has set up a crisis management team together with our experts and will redirect its production to another location. The fire has a large impact on the final assembly of several of our key products, among them: Primus/IE, Apollo, Evita XL, Babylog 8000, Fabius plus / XL / MRI and Savina color / 300. The deliveries of these products will be delayed for up to several weeks. We deeply regret these complications and ask for your patience and understanding.

We are working as fast as possible on solutions to this regrettable problem. In order to fully answer all of your questions related to your affected orders and to find alternatives, we will get in touch with you in the coming days for personal consultation. In urgent cases, you can directly reach us as well (*contact data*) for further information regarding the current situation.

We regret the delays and are working hard in order to get deliveries back to normal as fast as possible,

Thank you for your understanding.

Sincerely Regards,

Herbert Schmidt Marketing Manager