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Heraeus Medical GmbH · Philipp-Reis-Str. 8/13 · 61273 Wehrheim

www.heraeus-medical.com

February 16, 2026

Restrictions on product availability

In a recent project to improve our production processes and the packaging used in our pouch bone cements, we have unfortunately experienced a critical machine failure at our main production site. This is currently preventing us from releasing the pouch bone cements that were manufactured on this machine. We plan to re-start production as quickly as possible, but with the production cycle time to get products to the market, this will result in a supply shortage of pouch cements for at least the next two months.

We are very aware of the challenges this causes and wish to deeply apologize and communicate transparently with our customers.

We consider it our responsibility and obligation to provide our customers' patients with the best possible care. Therefore, you will find attached an overview of the products affected by the delivery shortfalls as well as possible alternative bone cement suppliers that could support you during this time depending on available registrations and delivery capacities.

Products already in the market are not affected and comply with our packaging quality criteria.

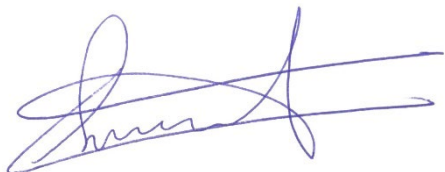
Our team is working to restore full delivery capability as quickly as possible. In the meantime, we are working with the highest priority on every solution to continue supplying the market with bone cements. We will of course keep you informed.

We sincerely regret this limitation and again apologize for any impact this may have on your ability to meet the healthcare needs of your patients.

Please do not hesitate to contact us if you have any questions.

Thank you for your understanding.

Kind regards



Arthur Charlet
Co-President



Andrew Williamson
Co-President

Appendix 1 to customer information letter “Restrictions on product availability”

February 16, 2026

The following overview lists the Heraeus products currently affected by the supply shortage and lists products of other manufacturers that may be considered by customers as possible alternatives. Please note that the list is not exhaustive and serves as first point of reference, only.* It does not constitute a recommendation, endorsement, certification of equivalence, or confirmation of interchangeability.

PMMA bone cements containing antibiotics (PMMA pouched products only)

Manufacturer	Brand high viscosity	Brand medium viscosity	Brand low viscosity	Brand fast setting cement	Brand dual loaded with clindamycin	Brand dual loaded with vancomycin
Heraeus Medical	PALACOS R+G	PALACOS MV+G	PALACOS LV+G	PALACOS fast R+G	COPAL G+C	COPAL G+V
Zimmer Biomet	Refobacin Bone Cement R	Refobacin Plus Bone Cement	Refobacin Bone Cement LV		Refobacin Revision	
Johnson&Johnson	SmartSet GHV	SmartSet GMV Endurance		DePuy CMW 2 GENTAMICIN		
Tecres	Cemex Genta HV	Cemex Genta ID Green	Cemex Genta LV	Cemex Genta Fast		Vancogenx
Stryker		Simplex P with Tobramycin	Simplex P with Tobramycin			

PMMA bone cements without antibiotics (PMMA pouched products only)

Manufacturer	Brand high viscosity	Brand medium viscosity	Brand low viscosity
Heraeus Medical	PALACOS R	PALACOS MV	PALACOS LV
Zimmer Biomet	Biomet Bone Cement R	Biomet Plus Bone Cement	
Johnson&Johnson	SmartSet HV	SmartSet MV Endurance	
Tecres	Cemex Isoplastic		Cemex RX
Stryker		Simplex P	Simplex P

*Disclaimer:

The list of potential replacements has been composed to the best of our current knowledge, focusing on some major manufacturers known to us. It is neither exhaustive with regard to bone cement manufacturers nor potential replacement products.

And it may not reflect (i) products that have been withdrawn from the market, (ii) products that are unavailable in certain jurisdictions, (iii) newly introduced products that may serve as suitable replacements, or (iv) changes to indications or approved uses of existing products. Due to our limited knowledge of competitor activities, some of the above information might be outdated, not accurate or not comprehensive. Consequently, the listed products are suggestions, only. It remains your responsibility to verify and decide on the suitability of the replacement product for your needs.

Please consult the manufacturer representative to confirm country specific registration and availability as the abovementioned products and their variants might not be available in all countries.