

June 2026

Reference: Portex Arterial Blood Sampling Supply

Dear Valued Customer,

We are writing to inform you of a temporary supply shortage affecting our ProVent™, Line Draw™ and Pulsator™ arterial blood sampling product lines. We acknowledge the critical importance of these products to both patient care and your operations, and we express our sincere apologies for any inconvenience this situation may cause.

The current supply shortage stems from a heparin constraint, which affected our ability to build the planned bridge stock during a scheduled manufacturing site transfer within the United States.

While this transition is critical to support long-term capacity and quality improvements, it has temporarily impacted production output.

We are taking the following steps to accelerate supply recovery:

- **Improve Output**
 - Added manufacturing shifts, headcount, and overtime
 - Heightened focus on training associates to improve efficiency and maintain quality standards
 - Increased emphasis on supply chain to prevent downtime
 - Increased prioritization of Critical SKUs
- **Improve Equipment Ramp Up Timing**
 - Increased engineering support
 - Engaged equipment manufacturer to resolve equipment challenges
- **Ensure Product Flow**
 - Prioritization of product SKUs to maximize availability
 - Highly impacted products have been placed into allocation to allow for distribution to as many customers as possible

Customer Support

We understand the inconvenience this has caused and are committed to keeping you informed throughout this process. If you have any questions or need assistance, please reach out to your local sales representative or contact our Customer Service team:

Customer Service UKSupport@icumed.com

Thank you for your continued understanding and partnership. We remain dedicated to resolving these challenges and will provide updates as we progress toward full recovery.

Sincerely

A handwritten signature in black ink that reads "Allison Roberts". The signature is written in a cursive, flowing style.

Allison Roberts
Global Portfolio Manager – Injections and Diagnostic Stewardship