

15th June 2026

Dear Valued Customer,

Re: ICU Medical unforeseen shutdown 9th June to 12th June now recovered

Thank you for your patience as we worked through this incident that temporarily impacted on our ability to process orders and fulfill shipments.

We are pleased to report that service was restored Saturday as anticipated and ordering and shipping capabilities are fully available and function normally from Monday 15th June. We are working to improve our service levels with you as soon as possible.

ICU Medical's network and systems remain secure, and at this time there is no evidence that any ICU Medical data or systems have been compromised. From the time services were restored, our customer service and warehouse teams have been working extended hours, including overtime and through the weekend, and will continue these efforts to process the backlog as quickly as possible and minimize shipping delays.

Please note that all orders submitted outside the ICU Medical Customer Portal while it was unavailable, including EDI, phone, and email orders—have been received and are being processed. To support efficient recovery efforts, we ask that you do not submit duplicate orders.

If you have any questions or need assistance with an order, please utilise your normal point of contact and our team will work to assist you as quickly as possible.

***ICU Medical Customer Service hours: 9:00am – 5:00pm**

Best regards,

ICU Medical Customer Excellence