April 14, 2022

Dear Valued Customer -

Thank you for the positive response to our acquisition of Smiths Medical. We believe your confidence in our ability to supply clinically relevant products reliably and consistently is foundational to our success. With that said, we recognize the current supply situation with many Smiths Medical products is not meeting your expectations.

ICU Medical leadership team has been assessing legacy Smiths Medical supply issues. Many issues have been addressed and product supply is strengthening. Other areas are taking longer to resolve. We appreciate the need and desire for clear, dependable supply insight and recovery timing.

To optimize our manufacturing planning and output, and provide more accurate supply recovery dates, we are cancelling many orders placed on or before December 31, 2021. We believe this action will normalize demand signals, enable more accurate demand planning and supply recovery.

What orders are being cancelled?

- All disposable orders placed on or before December 31, 2021 that have not been shipped will begin being cancelled starting on April 15, 2022
- No order cancellation notifications will be sent. Please contact your local ICU Medical representative if you have questions on specific orders

What orders are NOT being cancelled?

- Orders placed January 1, 2022 or later
- Orders currently in the ‘Pick’ stage or in transit for delivery
- Smiths Medical hardware orders (CADD®, Medfusion®, Level 1®, Hotline®, paraPac®, Pneupac®)
- Future dated orders
- Legacy ICU Medical orders
- Bivona® tracheostomy tubes

Please review your records of open orders placed on or before December 31, 2021 and determine if replacement orders are necessary. We apologize for any inconvenience this action may place on your organization. Thank you for your patience and understanding as we integrate Smiths Medical with ICU Medical and work towards becoming a highly trusted partner. Please contact your local sales representative or Customer Service at 1-800-258-5361.

Kindest Regards,

ICU Medical Leadership