



Dear Patient Care Colleagues:

March 4, 2020

Novel coronavirus disease (COVID-19) represents a probable challenge to the US health-management system. Given that the virus is known to cause severe respiratory distress, we wanted to update you on our preparations to ensure an uninterrupted supply of product to meet your institution's needs.

We have increased our production and **we are confident in our ability to meet our customers' disposables needs.** Because our supply chain is nearly 100% domestic, we have shorter distances and less complexity to deal with in securing parts for our New Hampshire factory, which strengthens our ability to meet our customers' needs during this challenging period.

We are equally confident in our capital equipment supply chain and have decided that in the US we will prioritize current users over new customers in requests for capital units. We've increased production and our goal is to have available product if you need additional equipment. **Please let your account manager or clinical manager know if you foresee any significant changes in your disposables or capital unit needs.**

However, because of the potential of a sudden large spike in demand, **we are encouraging all of our customers to work closely with us in scheduling** your product needs. Thank you for your understanding and cooperation. Vapotherm is committed to providing you with the best service and clinical support in the management of this significant respiratory disease.

We are committed to supporting the needs of all our hospitals and health care professionals. Thank you for what you and your teams are doing to help return these patients to health. Please contact your Vapotherm account manager, clinical manager, or Vapotherm Total Customer Care at 1-866-566-2652 if you have any questions or need any additional information.

Great People + Total Customer Focus + Great Technology = Success

Regards,

Joseph Army, President & CEO

Mask-free NIV™ For The Spontaneously Breathing Patient