April 12, 2024

From: Zachery Parker
Conmed Service and Repair
SRO Senior Operations Manager

Subject: Conmed Authorized Service Centers

Dear Customer,

It is standard ConMed policy that all preventive maintenance and other product services related to ConMed products be performed at ConMed Authorized service centers by trained technicians. We have designed and developed proprietary equipment and have certified service personnel. In this way we can ensure that our products perform in accordance with their original design specifications.

Please understand that successful servicing and/or calibration of your ConMed product is necessary to achieve optimum product performance and any deviations may adversely impact the function of the device. The risks associated with improper servicing and/or calibration may include, but are not limited to, patient injury, delay of the surgical procedure, injury to the surgeon or surgical staff, and damage to the product and/or other operating room equipment.

ConMed products are covered by our published warranty policy, provided that all preventive maintenance and other product services are performed at a ConMed Authorized service center by ConMed trained and certified technicians during the warranty period. Any preventive maintenance or other product services performed by non ConMed Service Centers will void the product warranty.

This letter certifies that Conmed authorized service centers are the sole source for Conmed product repairs using original manufacturer parts. Repair parts are not available for purchase by customers. Your local authorized ConMed Service center Bioart located Calle 17a #32-27 Barrie Paloquemao Bogota, Colombia pbX +5717446454 is authorized to repair the attached list and repairs using original manufacturer parts and can assist you with all of your needs.

Please contact us if you have any additional questions.

Sincerely,

Zachery Parker Conmed Service and Repair
SRO Operations Manager
Zachery Parker@conmed.com