



Dear Valued Customer,

On October 1, 2019 Stryker completed the acquisition of TSO₃. The addition of the TSO₃ Sterizone VP4 sterilization portfolio strengthens Stryker's offering by expanding into the sterile processing department. Together as one company, Stryker and TSO₃ will continue to provide differentiated products and best-in-class service. Effective February 3, 2020, all orders and service will be managed by Stryker customer service. Below is the contact information for the Stryker Instruments Customer Service.

- Customer service phone: 800-253-3210 (8am – 7pm Eastern)
- Customer service fax: 269-216-9404
- Customer service email: Inst.stryker.cs@stryker.com
- A message about EDI: *Electronic ordering is available and can be accomplished using the GHX system. If you are not a user of GHX, you may contact customer service at inst.stryker.cs@stryker.com and we can assist*

Stryker has assumed all contractual obligations and commitments with regards to service and maintenance support of your Sterizone VP4 Sterilizer. Stryker is committed to adhering to its service obligations under any existing or future service protection plan purchased by a Sterizone VP4 customer. All service obligations will be honored and shall continue uninterrupted. Stryker is committed to providing high-quality service and support for your Sterizone VP4 Sterilizer with Stryker's ProCare Services.

As a leader in the industry, it is our commitment to continue investing in technological advancement and comprehensive service options in partnership with our customers for your future needs. Please contact your local Stryker Orthopaedics Instruments Sales Representative for more information on our latest offering of surgical products and services.

Sincerely,

A blue ink handwritten signature, appearing to read "Mark Conard".

Mark Conard
Brand Manager, Orthopaedics Instruments Marketing
Stryker