

Dear Valued Customer,

Avanos is committed to delivering breakthrough medical device solutions to improve patient safety and quality of life.

To best serve the changing needs of our customers while improving patient outcomes, we are exploring research and development for enteral solutions, seeking performance improvements, and assessing product effectiveness to best position ourselves for investment in enteral feeding innovation. As a result, we are announcing the ***closure of our Maxter manufacturing plant by May 2021***. These decisions are never easy, but they are necessary to allow us to reinvest to meet our customers' and patients' evolving needs.

As a result of the closure, the ENTRAL* products you are currently buying will be discontinued. However, we will continue to supply product that is currently in the supply chain. Attached to this note is a table with estimated availability of discontinued codes and replacement gastrostomy feeding tube alternatives. A full set of resources to help you navigate substitutes, alternative product information, pricing and tender implications have been created and your local Avanos representative will work with you to identify alternative products within our Avanos Digestive Health CORFLO*, MIC* and NEOMED* portfolios. If you are uncertain as who your local representative is, please use the customer service information below.

As we continue to evolve and look ahead, we remain dedicated to listening and responding to customer feedback and employee-led insights and are excited to unveil two innovative Digestive Health product launches in 2021. These advancements reflect our on-going commitment to innovation and to helping patients get back to the things that matter now and in the future.

Sincerely,



James Allsop
Vice President and General Manager

AVANOS

Avanos EMEA

Customer Service Contact Information		
United Kingdom	Avanos	Phone: 0800 917 65 85 Fax: 0800 169 02 35 Email: customerservice.uk.ie@avanos.com
Republic of Ireland	Uniphar Hospital Services	Phone: +353 1 468 84 56 Fax: +353 1 466 07 82 Email: unipharhospitalservices@uniphar.ie
All other countries	Avanos	Phone: +32 2 700 68 51 Fax: +32 2 711 26 91 Email: customerservice.export@avanos.com