



Dear Patient Care Colleagues:

May 6, 2020

With the crest of the 1st wave of the COVID-19 pandemic largely past, we wanted to update you on the results of our efforts during the last 2 months to ensure an uninterrupted supply of product to meet your institution's needs, as well as training your staff on our technology.

We added significant disposables production capacity to our New Hampshire factory and disposables supply chain, which is nearly 100% domestic. We are pleased to report that throughout the past 2 months, **we were able to meet 100% of our Customers' disposable patient circuit needs at the time of order.**

We increased our capital equipment production capacity more than 3-fold during the early days of the pandemic, and while there was and continues to be tremendous demand for our technology, we are currently delivering to Customers within 2 - 10 days of order receipt, with priority based on Patient census and surge status. We are evaluating further increases in capital equipment production capacity in the event additional surges occur later this year. **Please let your account manager or clinical manager know if you foresee any changes in your Vapotherm needs.**

Our 100 person field team has been providing effective in-hospital training, implementations and support for both Current and New Customers. Vapotherm Academy, a remote learning and education platform to in-service and educate on the use of our High Velocity technology, has been used to train nearly 9,000 clinicians remotely, and we will continue to expand the platform to better meet your needs.

Vapotherm is committed to providing you with the best service and clinical support in the management of this significant respiratory disease. 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