



DYN'R / QFIX Transition Official Announcement

To: Our Customers and Clients

Dated: February 15, 2018

This letter is to formally announce and inform you that DYN'R Medical Systems distributorship represented by Qfix Inc. has officially ended effective January 31, 2018. Qfix will maintain responsibility to complete all activities currently in progress through completion. For these specific events, once complete, all supporting activities i.e. Annual Maintenance, Technical Support and Consumable fulfillment will transition to DYN'R.

As the manufacturer of the SDX System, we are actively developing the DYN'R US business entity as we are moving to support all current and new customers in the US.

As we move forward, we want to assure all of our customers that we appreciate the partnerships developed through the Qfix distributorship and are looking forward to a long and successful continued partnership.

Effective immediately all correspondence should be directed to:

- SalesUS@dynr.com
- ServiceUS@dynr.com
- 213-306-1513

For additional information on the SDX System 3.0 please visit <http://www.sdx-gating.com/>

Regards,

A handwritten signature in blue ink, appearing to read 'F. Galzin', is written over a light blue rectangular background.

Francois Galzin
President & CEO
DYN'R Medical Systems



Frequently Asked Questions (FAQs)

What is the reason for the DYN'R / Qfix separation?

- This separation was a mutual decision between the two companies.

How will this separation affect me?

- Instead of working with Qfix, you will now work directly with DYN'R in the USA.
 - DYN'R Medical Systems has been the manufacturer since 2005 of the SDX respiratory system (hardware & proprietary software).

How do I manage my system if I have a current service agreement or am under warranty with Qfix?

- You will continue to work directly with Qfix for any outstanding activities.
- If you have any questions regarding your current warranty or service agreements timeline please contact ServicesUS@dynr.com.

What happens when my current service agreement or warranty expires?

- Contact DYN'R directly to purchase a new service agreement, annual maintenance, software license and ongoing support.
 - Based on all information available, we will attempt to reach out proactively prior to expiration dates.

What to do if your SDX is not working?

- If you have a current warranty or service agreement with Qfix:
 - Please contact DYN'R either by email (ServicesUS@dynr.com) or by phone on 213-306-1513.
 - Please provide all Contact Details*.
- NOT under current warranty or service agreement with Qfix
 - Please contact DYN'R either by email (ServicesUS@dynr.com) or by phone on 213-306-1513.
 - Please provide all Contact Details*.

What if my system needs the Annual Maintenance?

- Please contact DYN'R either by email (ServicesUS@dynr.com) or by phone on 213-306-1513.
 - Please provide Contact Details* and we will contact you to discuss how to arrange the service/s required.

What to do if you have to buy more consumables?

- Contact DYN'R either by email (SalesUS@dynr.com) or by phone on 213-306-1513.
 - Please provide Contact Details* and we will contact you to process your request.

You want to purchase the new SDX System?

- Contact DYN'R either by email (SalesUS@dynr.com) or by phone on 213-306-1513.
 - Please take time to look at the SDX website www.sdx-gating.com.
 - Please provide Contact Details* and we will contact you.



Are you looking for an additional SDX System?

- Please contact DYN'R either by email (SalesUS@dynr.com) or by phone on 213-306-1513.
- Please take time to look at the SDX website www.sdx-gating.com .
- Please provide Contact Details* and we will contact you.

What if I have clinical questions?

- Please contact DYN'R by email on SalesUS@dynr.com and we will be able to put you into direct contact with expert clinical users.

I am having difficulties in Patients Training?

- Please contact DYN'R by email on SalesUS@dynr.com and we will discuss with you and consider your need for additional User Training.

Have you any difficulties in User Training?

- Please contact DYN'R by email on SalesUS@dynr.com and we will discuss with you and consider your need for additional User Training.

*** IMPORTANT**

What details you MUST provide when contacting DYN'R for support ?

- your name
- facility name / center
- contact number
- SDX serial number
- service contract information

How quickly will we respond ?

- We will respond to all emails & telephone messages within 24hours.
