



April 2020

Dear Valued Canon Medical Customer,

As the uncertainty around COVID-19 continues, we are reiterating our commitment to you as our valued customer and letting you know that we are committed to providing the support you need during this time and in the future. From the beginning we've been focused on ensuring your safety as well as the safety of our workforce, while maintaining business continuity and our exceptional levels of service.

While the Japanese government has declared a state of emergency following the spread of COVID-19 in urban areas of Japan, Canon Medical continues production as normal at our manufacturing facilities in Ohtawara City, Tochigi Prefecture. Production and shipment of systems and parts continues as normal. Research and development activities also continue unhindered. We are confident we can support you with no disruption in our quality of service.

Also to reassure you, we want you to know that we have necessary parts at our local warehouses so that your systems can be maintained and available for your clinical needs. We are considering ways to revise preventative maintenance schedules if appropriate so we can help you minimize any downtime. And, for warranty and service customers, our remote monitoring capabilities can proactively identify issues that may impact your equipment's performance, thus enabling us to quickly resolve such issues.

As we all know, the situation is quickly evolving and new measures are required as new circumstances unfold. We want to reassure you that we are your partner during these challenging times. Please reach out to your local Canon Medical contact if you have questions or need additional support.

Sincerely,

Yuji Hamada
President and CEO
Canon Medical Systems USA, Inc.

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