

ICU Medical International Limited  
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www.icumed.com

Wednesday 17 December, 2025

**Re: Moving to a new ordering system - effective Thursday 05 February, 2026**

Dear Customer,

In January 2022, ICU Medical acquired Smiths Medical to further strengthen our leadership in infusion therapy and other medical technologies. Since the acquisition, we have been focused on a variety of integration activities, and we would like to make you aware of some important changes that are coming up.

Please review the following information carefully, as it outlines what will be changing and any actions that you may need to take.

What you will need to do	When you will need to do it
Place single orders for all product lines	From Thursday 05 February 2026

**New Ordering System**

One of the key integration activities is moving from your existing order processing system to ICU Medical's order processing system. To enable us to do this smoothly, our ordering and invoicing system will be unavailable for three business days: **Monday 02 February, Tuesday 03 February and Wednesday 04 February, 2026.**

**Placing Orders**

Effective Thursday 05 February 2026, you must place single orders for all product lines. If you place EDI orders, please refer to our FAQs on page 5 for further information.

**Purchase Orders/Open Orders**

We will transfer all open purchase orders (including all partially open purchase orders) under your current system to ICU Medical's new system on Thursday 05 February, 2026.

**Emergency Orders**

While the system is unavailable, we will not be able to process any orders. If there is a vital clinical need, please contact one of our customer service teams who will review each such emergency request on a case-by-case basis. The full contact list of customer service teams is on page 3.

**Invoices**

Payments on all existing invoices issued should be remitted as outlined on the invoice. After we move to the new system on Thursday 05 February, 2026, continue to pay your invoices as normal. If

you are currently receiving your invoices electronically, you will continue to receive them electronically.

For payment of any invoice issued after **Thursday 05 February, 2026**, please ensure you use the updated bank details as set out on the invoice itself.

Entity Name/Account Holder: **ICU Medical International Limited**

Currency: **Euro**

Bank: **BNP Paribas**

IBAN: **IE88BNPA99020693220116**

BIC/SWIFT: **BNPAIE2DXXX**

Entity Name/Account Holder: **ICU Medical International Limited**

Currency: **GBP**

Bank: **Barclays**

IBAN: **GB88BARC20776723451747**

BIC/SWIFT: **BARCGB22**

Entity Name/Account Holder: **ICU Medical International Limited**

Currency: **USD**

Bank: **Barclays**

IBAN: **GB20BARC20776766285455**

BIC/SWIFT: **BARCGB22**

### **Service (for the attention of the Bio-Med Engineers)**

While the system is temporarily unavailable, we will continue to make every effort to provide you with a high level of service. Please be aware that there may be a slight delay in returning your repaired product during this time.

We appreciate your patience as we transition to our new IT system. If you need urgent assistance or need to discuss your order, please contact one of our service customer service teams listed on page 4.

Thank you for your continued support and understanding as we strive to enhance our services for you.

### **ICU Medical's Customer Service Teams Contact Information**

<b>Country</b>	<b>Email Address</b>	<b>Telephone Number</b>	<b>Opening Hours*</b>
Austria	AT-support@icumed.com	+43 1 890 6444-0	Mon-Thu 08:00-16:30; Fri 08:00-14:30
Belgium/ Luxembourg	belgiumsupport@icumed.com	+32 (0)2 704 49 00	Mon-Fri 08:30-17:00
Denmark	info.danmark@icumed.com	+45 702 72090	Mon-Thu 08:00-16:45; Fri 08:00-15:00
France	service.commandes@icumed.com	+33 (0)800 944 148 +33 (0)4 99 13 30 34	Mon-Fri 08:30-17:00

Germany	DE-support@icumed.com	+49 89 242 959 370	Mon-Thu 08:00-16:30; Fri 08:00-14:30
Austrian Health Insurance Business	Patientenversorgung@icumed.com	+43 1 890 6444-0	Mon-Thu 08:00-16:30; Fri 08:00-14:30
International Distributors	Distributor-Support@icumed.com	+44 (0) 1233 722 186	Mon-Thu 08:30-17:00; Fri 08:30-15:30
Ireland	irishsupport@icumed.com	+35 37193 4579	Mon-Thu 08:30-17:00; Fri 08:30-15:30
Italy	Info.IT@icumed.com	+39 07731 821 020	Mon-Thu 08:00-17:00; Fri 08:00-15:00
Netherlands	netherlandsupport@icumed.com	+31 (0)73 528 50 50	Mon-Fri 08:30-17:00
Portugal	Info.PT@icumed.com	+ 35 122 532 3010	Mon-Thu 08:00-17:00; Fri 08:00-15:00
Spain	Info.ES@icumed.com	+34 933 638 400	Mon-Thu 08:00-17:00; Fri 08:00-15:00
Sweden	info.sweden@icumed.com	+46 859 47 72 50	Mon-Thu 08:00-16:45; Fri 08:00-15:00
Switzerland	CH-support@icumed.com	+ 41 433 886 200	Mon-Thu 08:00-16:30; Fri 16:00
UK	UKSupport@icumed.com	+44 (0)203 357 9400	Mon-Thu 08:30-17:00; Fri 08:30-15:30

**\*Countries local time**

### ICU Medical Service Centre Contact Information

Country	Email Address	Telephone Number	Opening Hours*
Austria	Service.Austria@icumed.com	+43 1 890 6444 0	Mon-Thu 08:00-16:00; Fri 08.00-13:00
Belgium	Service.Belgium@icumed.com	+31 73 528 50 50	Mon-Thu 08:00-16:00; Fri 08.00-13:00
Denmark	Service.Denmark@icumed.com	+45 70 27 20 95	Mon-Thu 08:00-16:00; Fri 08.00-13:00
France	Service.France@icumed.com	+33 0158 42 50 25	Mon-Thu 08:00-16:00; Fri 08.00-13:00
Germany	Service.Germany@icumed.com	+49 89 242 959 224	Mon-Thu 08:00-16:00; Fri 08.00-13:00
Ireland	Service.Ireland@icumed.com	+353 71 917 4200	Mon-Thu 08:00-16:00; Fri 08.00-13:00
Italy	Service.Italy@icumed.com	+39 0773 1821021	Mon-Thu 08:00-16:00; Fri 08.00-13:00
Luxemburg	Service.Luxemburg@icumed.com	+31 73 528 50 50	Mon-Thu 08:00-16:00; Fri 08.00-13:00
Netherlands	Service.Netherlands@icumed.com	+31 85 799 03 90	Mon-Thu 08:00-16:00; Fri 08.00-13:00
Poland	Service.Poland@icumed.com	+49 89 242 959 224	Mon-Thu 08:00-16:00; Fri 08.00-13:00
Portugal	Service.Portugal@icumed.com	+35 225 323 010	Mon-Thu 08:00-16:00; Fri 08.00-13:00

South Africa	Service.SouthAfrica@icumed.com	+49 89 242 959 224	Mon-Thu 08:00-16:00; Fri 08.00-13:00
Spain	Service.Spain@icumed.com	+34 935 11 7593	Mon-Thu 08:00-16:00; Fri 08.00-13:00
Sweden	Service.Sweden@icumed.com	+46 8 594 772 50	Mon-Thu 08:00-16:00; Fri 08.00-13:00
Switzerland	Service.Switzerland@icumed.com	+41 43 388 62 00	Mon-Thu 08:00-16:00; Fri 08.00-13:00
UK	Service.UK@icumed.com	+44 845 850 0445	Mon-Thu 08:00-16:00; Fri 08.00-13:00
Distributor/Other	Service.Distributor@icumed.com	+49 89 242 959 224	Mon-Thu 08:00-16:00; Fri 08.00-13:00

**\*Countries local time**

## Frequently Asked Questions

### Ordering

#### **Q: Where do we place our orders?**

Please continue to place your orders as normal. After we move to the new system on Thursday 05 February 2026, ensure you place single orders for all product lines.

#### **Q: Can I place orders during the system outage?**

Yes, but while we transition to the new system, we will not be able to process any customer orders. We will stop entering orders on the old system by 12pm, Friday 30 January, 2026 CET. We will start entering orders on the new system from Thursday 05 February, 2026.

#### **Q: What should we do if we need to place a vital clinical order during the system outage?**

If you need to place a vital clinical order during the system outage, please contact one of our customer service teams who will look at each request on a case-by-case basis. The full list of customer service teams is on page 3. ICU Medical will make every attempt to fulfil these orders, but we cannot guarantee processing or shipment within this timeframe.

#### **Q: What will happen to open orders?**

You don't need to take any action. We will automatically transfer all open and partially open orders to the new system.

### EDI Orders

#### **Q: How will I place an EDI order?**

If you are a direct customer who already submits orders to Smiths Medical via EDI, then starting Thursday 05 February 2026, we recommend that you move all ICU Medical products to your Smiths Medical vendor account and continue submitting your orders in the same way you do today, combining both companies' products onto a single purchase order.

#### **Q: Who should I contact if I have any queries about my EDI order?**

If you have any questions, please contact [order-automation@icumed.com](mailto:order-automation@icumed.com) for more information.

**Q: I'm a GHX customer, are you changing how I place my orders?**

If you are a GHX customer, please submit orders under the correct new legal entity: **ICU Medical International Limited** where a combined product catalogue will be available.

**Q: Who should I contact if I have any queries about my GHX order?**

For GHX customers in the UK, please contact [support-uk@ghxeurope.com](mailto:support-uk@ghxeurope.com).

**System Outage**

**Q: How long will the system be down?**

The system will be unavailable from Saturday 31 January, 2026 until Wednesday 04 February, 2026. The new system will be up and running from Thursday 05 February, 2026.

**Q: What happens during the system outage?**

During the system outage, we will not process new quotes or orders, and no shipments will be made for products. We will merge all customer data, product codes, open orders, returns, invoices, EDI channels to the new ICU Medical system and the new system will be available from Thursday 05 February, 2026.

**Product Lines: BCI™, CADD™, Deltec™, Graseby™, Jelco™, Level 1™, Medex™, Medfusion™, Pneupac™, Portex™, and Surgivet™**

**Q: What happens to these product lines ordered through the customer portal?**

From Thursday 05 February, 2026, if you are an ICU Medical customer, you will be able to use your existing ICU Medical account numbers to place orders for these products along with ICU Medical products.

**Q: Will the lead times change for these product lines?**

We do not anticipate any changes to lead times for these product lines after we move to the new system. Please note that lead times for products may still be adjusted at the discretion of ICU Medical, as part of normal business operations. Should any changes occur, we would try to provide advance notice to help ensure smooth planning and operations at your end.

**Q: Will there be any changes in the availability of these product lines or discontinuation of certain items following the merger into ICU Medical?**

You can expect no change in item availability. Product discontinuation might however happen as part of the normal course of business, and if so, we would provide our customers with the customary advance notice if items were to become obsolete.

**Purchase Orders (POs)**

**Q: Will we need to update our purchase order details?**

No. You will not need to update your records.

**Q: Will our existing purchase orders be fulfilled?**

Yes. We will transfer existing purchase orders across to the new system.

**Q: Will pricing, terms, or lead times change due to the system change?**

Typically, no immediate changes are planned because of the change of legal entity. Any future adjustments will follow normal business processes and are customarily communicated in advance.

**Q: Who should we speak to if we have any questions about raising a purchase order?**

In the first instance, please contact one of our customer service teams. Full details listed on page 3.

**Invoices**

**Q: Does the change to the order processing system change how we pay our invoices?**

No, please pay your invoices as outlined on the invoice. If you are set up to receive electronic invoices, we will continue to receive them electronically.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'R. de Ridder', with several horizontal strokes extending to the right.

**Ramon de Ridder**  
**Senior Director Accounting, EMEA**