

May 29, 2024

To Whom it May Concern

We, Surgical Science - Simbionix simulators, with registered office located at Drakegatan 7 A, 412 50 Göteborg, Sweden declare that during the product warranty, we provide support covering mechanical and electrical hardware malfunctions and software version updates.

Our service provides technical support by phone and online support 24 hours per day, 7 days per week.

During the Service Contract period, Simbionix Customer Support will maintain and update the version level on purchased software modules at no charge.

Sincerely,

Doron Zilberman  
EVP Sales Educational  
Surgical Science – Simbionix Ltd.

**Simbionix Ltd.**  
Golan Corner of Hanegev St.  
Airport City 70151, Israel

