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1 July 2026

Subject: Service Documentation and Maintenance of Abbott Medical Equipment

To Whom It May Concern,

Abbott Medical devices are installed, commissioned, maintained, and serviced in accordance with applicable regulatory requirements, manufacturer specifications, and the approved Instructions for Use.

Patient safety and device performance are Abbott Medical's highest priorities. For this reason, Abbott strongly recommends that preventive maintenance, calibration, servicing, and repair activities be performed by Abbott-trained and qualified service personnel.

The performance of such activities requires not only access to technical documentation, but also manufacturer-specific training, specialized service procedures, proprietary software tools, calibration protocols, product updates, and ongoing engineering support. These elements are integral to the safe and effective servicing of Abbott Medical equipment.

Professional service manuals developed by Abbott form part of this integrated service system and contain proprietary and confidential information. These manuals are intended for use by appropriately trained service personnel operating within Abbott's authorized service framework and are not provided for general distribution.

Accordingly, Abbott Medical does not make its internal service manuals available to third parties. Abbott remains committed to supporting customers through its qualified service organization to help ensure continued device performance, patient safety, and compliance with applicable manufacturer requirements.

Should additional information be required, Abbott Medical will be pleased to provide further clarification.

Sincerely,

Signed by:
Khodr Oulleik
40A89011AEC14C5
Khodr Oulleik

Regional Director EP Emerging Markets

