

Otto Bock®

QUALITY FOR LIFE

27th July 2007

Dear

New Modification to Kimba Spring Range

In June 2007 Otto Bock issued you a letter (see copy attached), to inform you of a construction change for the Kimba Spring. The construction change (upgrade) improves the intergraded child safety features.

Although our original letter of offer was generally accepted, subsequent meetings held with a number of customers highlighted issues relating to the necessity of fitting this upgrade.

To guarantee the same level of safety for Kimba Springs models already in use and as part of our duty of care to both you our customer and users, we confirm that this upgrade has to be fitted on all Kimba Spring in use.

As a result, Otto Bock Healthcare Plc will now, in addition to the free of charge upgrade kit, contribute a sum of £35 per upgraded chair to enable you to carry out the modification which is required to be fitted within a period of 4 - 6 weeks following receipt of this letter on all Kimba Spring in use.

In order to assist you with this task we have included the information regarding serial number/s which can be used in conjunction with the original information supplied with our first letter. After completion of the modification, please complete the attached form and return it to the Technical Services Department at the address below.

If you have any questions, please contact Otto Bock Technical Services Department.

Yours sincerely

Otto Bock Healthcare Plc



John Frijters
Chief Sales and Marketing Officer



Russell Pizzey
Technical Service Manager



OTTO BOCK HEALTHCARE PLC

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Dear valued customers

Re: New Modification to Kimba Spring Range

Otto Bock continues to develop new products and technologies. We do this by both listening and understanding our customer's needs. Our developers are also continuously striving to further improve products that have already proven themselves in the market.

The purpose of this letter is to inform you of a construction change for the Kimba Spring that improves the integrated child safety features of this model. You may in fact have already noticed the changes to the latest Kimba Spring models.

Otto Bock continues to improve new products and in addition to this we would like to offer the same enhancement to existing Kimba Spring units already in service. To ensure the same level of safety for Kimba Spring models, a subsequent upgrade is required.

According to our records you have supplied xxx number of Kimba Spring bases please supply by return the number of units that are still in service (Serial and model) that you wish to upgrade.

If you have any questions, please contact your Otto Bock sales representative.

Yours sincerely

Otto Bock Healthcare Plc

A handwritten signature in black ink, appearing to read 'R. Pizze', is positioned above the printed name of the sender.

Russell Pizze
Technical Service Manager