



August 15, 2019

SUBJECT: GCE Healthcare Service Changes

To Our Valued Customers:

As was announced several months ago, GCE Group was acquired by Colfax Corporation and GCE operations are now part of the ESAB division within Colfax.

The transition of GCE Healthcare to ESAB now allows for greater flexibility in various operations and we are leveraging the ESAB business assets within North America to improve our service level. We are pleased to announce two important changes to GCE Healthcare's North American operation.

1. All product distribution will transition to the ESAB distribution center located in Denton, TX. This state of the art facility will be the main distribution hub for all GCE Healthcare products, including Zen-O and Zen-O lite POCs as well as parts and accessories. We expect the full transition to be complete by the end of September 2019. Orders will continue to be placed via our current email and phone contacts.
2. In order to offer our customers greater flexibility as it relates to technical service for the Zen-O and Zen-O lite POCs, GCE Healthcare is pleased to announce that effective August 23, 2019 Quality Biomedical will become an authorized service location for GCE Zen-O and Zen-O POCs.

Quality Biomedical was selected for a number of important reasons. Their national scope allows GCE customers across the country to access service support close to their location with 5 service centers (soon to become 7) and over 40 service technicians. Quality Biomedical specializes in respiratory equipment, servicing stationary and portable oxygen concentrators, ventilators and other devices and they are ISO-9001 certified. Quality Biomedical's online service portal allows our customers to self-serve requests for RMAs to streamline the process and reduce service downtime.

To request an RMA for warranty or non-warranty service on GCE Healthcare products, contact Quality Biomedical directly at 727-547-6000 or email CustomerService@QualityBiomedical.com.

For more information visit www.QualityBiomedical.com

We look forward to continuing to serve you and your portable oxygen needs.

Sincerely,

GCE Gas Control Equipment Inc.

A handwritten signature in black ink, appearing to read "Jim Clement".

Jim Clement
General Manager – North America