

May 4, 2022

Dear Valued Customer,

SUBJECT: End of Service Support for Madsen Otoflex 100 Diagnostic, Quick Check & Accessories

We would like to inform you that effective immediately, the service obligation of the Madsen Otoflex 100 Diagnostic, Quick Check and Accessories has been discontinued.

Affected Parts:

Part #	Part Description
8-04-04900	1012 MADSEN OTOflex 100 Diagnostic
8-04-04901	1012 MADSEN OTOflex 100 Quick Check
8-04-04906	1012, DIAGNOSTIC, DS
8-04-04905	1012, QUICK-CHECK, DS
8-04-04913	1012 MADSEN OTOflex 100 Diag.
8-04-04914	1012 MADSEN OTOflex 100 Quick Check

Unfortunately, Natus is currently impacted by the global supply chain component shortage, resulting in an inability to source required key system Service components. Due to the fact that we can no longer source these key components, Service of units in the field is no longer possible.

We apologize for any inconvenience this may cause. If you have any questions, please reach out to your local Sales Representative or contact marketing@natus.com.

Thank you,
Marketing Team
Natus Medical Incorporated | natus.com