

## Defective Geratherm Arm-Shoulder-Blanket UniqueTemp °

Dear Ladies and Gentlemen,

You received a total of (x) units of the Geratherm Arm-Shoulder-Blanket(s) UniqueTemp° with the delivery note number(s) (...). The detailed listing of the Arm-Shoulder-Blanket(s) UniqueTemp° delivered to you is attached in the Annex of this letter.

We have detected that, at high mechanical stress over an extended period of time, this type of construction can result in damage to the mat electronics, in particular to the safety circuit.

We kindly request you to send us the Arm-Shoulder-Blanket(s) for reworking. We are happy to provide you with a loan unit.

Please contact our Customer Service immediately at the phone number: +49 (0) 36205-98-124 for coordination purposes.

With best regards

[Redacted]

Management Board

[Redacted]

Quality Manager

[Redacted]

Sales

Annex:

- List of Arm-Shoulder-Blanket(s) UniqueTemp °