



September 17, 2024

Urgent Recall Notice for Therabath TB8.

Dear Performance Health,

We are writing to inform you of an important product recall that impacts one of the items you've purchased from us. This is in line with our commitment to safety, transparency, and customer satisfaction.

The affected product details are as follows:

- Product Item No: 2270 TB8
- Model Number: TB8
- Lot Code: 03/24

Please note, this recall is **NOT** related to any safety risk for product users. Rather, an incorrect safety fuse was likely installed in these units, which will lead to the product ceasing function under safe conditions.

Immediately stop selling the product and contact Aaron Flores at aaf@wrmed.com or 651-604-8474 for return instructions on how to return it for resolution. Once you ship the product back to WR Medical, you should expect to receive it back within 1-2 weeks.

We apologize for any inconvenience this may cause and assure you that we are committed to resolving this issue promptly and effectively.

Thank you for your cooperation.

Sincerely,

A handwritten signature in black ink, appearing to read 'Amanda Johnsen', written in a cursive style.

Amanda Johnsen
Head of Operations
WR Medical Electronics
atj@wrmed.com