

December 1st, 2022

Dear Valued Customer,

Thank you for your continued trust and for using our Sapphire™ Infusion System and thank you for your inquiry regarding the Sapphire battery.

To maintain the Sapphire pump specification and our warranty, batteries should be replaced every two years or every 500 charging cycles, whichever comes first.

The battery life countdown begins when battery initialization is performed. This occurs prior to shipping following manufacturing. To account for the delay from battery initialization to reaching the customer, an additional 6 months is added to the battery life. This is true for the battery that is installed in pumps when first purchased, and all subsequent replacement batteries.

Battery expiration notification messages begin appearing on the pump two weeks before battery life expiration. When the battery life expires, each time the device is turned on, the “Battery Reminder” message will be displayed. This message can be dismissed, and treatments can be programmed. The ‘Battery Reminder’ message does not prevent continued use of the device. Such devices can be used until replacement batteries are installed. During this period, at the end of an infusion, the Sapphire pump will not automatically shut down.

Ensuring you have a positive experience with Sapphire is extremely important to us, so should you have any questions or concerns, please contact your local representative or our Customer Service team at customerservice@eitanmedical.com or 877-541-9944.

Sincerely,



Roger Massengale
Chief Commercial Officer
Eitan Medical