

March 30, 2020

Dear Valued Customers and Partners,

As we continue to adapt our business in response to the spread of the novel coronavirus and the COVID-19 infections, we want to share an update on our ongoing actions that will ensure the continued operations of Infraredx, a Nipro Company. The safety and well-being of our employees and partners is always our number one priority, as is continuing to deliver quality care to your patients. Our goal is to ensure that we maintain the highest level of support for you during this unprecedented time, while still maintaining our priority.

Our relationship with you is important. As a medical device company, it is our commitment to continue to deliver the tools you rely on in your lab. Our business remains operational and many members of our team are working remotely. We are still entering, fulfilling, and shipping orders; however, due to the current circumstances we may need a little extra time to fulfill your requests for product, clinical, and technical support.

While we may not be able to provide on-site support within the coming months or see you at upcoming Congresses, we are still here, ready to answer any of your questions, while attempting to maintain a “business as usual” operation.

Thank you for your continued trust in us. Our relationship with our valued customers is the foundation of our business and we remain committed to keeping our lines of communication open. Remember we are all in this together. We are here if you need us.

Stay healthy and well,



Nozomu Fujita  
President & CEO  
Infraredx, a Nipro Company