



September 30th, 2024

Re: Delays in Delivery of M5070A, M5071A, and M5066A Products

Dear Canadian Distributors:

We are writing to address the recent delays in delivering the M5070A, M5071A, and M5066A products. These shipping delays are the result of a supply chain issue that is outside of the control of Philips Canada. We sincerely apologize for any inconvenience this may have caused you and your customers.

Please know that Philips Canada is working hard to track the issues with our global supply chain partners to resolve the situation as quickly as possible. We will continue to keep you updated with the most current information as soon as it becomes available.

Your continued patience during this time is sincerely appreciated and we encourage you to share this communication with your customers to clarify that the delays are not due to any actions on your part. Thank you for your continued support and understanding.

Sincerely,

James Sayegh
Business Development Manager
Philips Canada
365-885-1172

c.c. Daniel Uribe-Correa, Business Market and Sales Leader – Monitoring Canada