

July 17, 2024

Dear Valued Customer,

Due to changing conditions in the enteral feeding pump market, Moog continues to receive an unprecedented volume of orders for the Infinity® Enteral Feeding Pump. To provide information critical to your business and maintain Moog's commitment to transparency, this update describes how the increase in demand is impacting our manufacturing and shipping operations.

Moog is currently shipping Infinity pump and set orders every week. However, due to the volume of orders we are receiving, we are currently unable to fulfill all orders within the typical shipping timeframes our customers have grown accustomed to. This is due in part to the logistics of handling increased volumes of all our products as well as production working to keep pace with demand.

Although it is never easy to drastically increase production quickly, Moog is doing everything it can to accelerate an increase in manufacturing capacity. We are working hard to minimize the duration that you will experience delays in your pump orders. There are multiple variables that will impact this going forward, but at this time, we estimate that orders may be delayed by 2-3 weeks. We believe that these delays will be relatively short-lived, with the majority of shipments returning to normal by the end of August. However, that may change based upon the volume of orders received.

We will keep you apprised of any relevant updates as soon as possible. In the interim, please plan accordingly, and where possible, place orders well in advance of needed shipment dates.

Should you have any questions about the information in this letter, please contact your sales representative or Moog Customer Service at 1-800-970-2337 (available Monday-Friday from 7:00 a.m. to 5:00 p.m. Mountain Time) or by email at medcustomerservice@moog.com.

Sincerely,



John Yrungaray
Sr Product Manager
Moog Medical



Scan this code or visit
<https://www.moogmedical.com/product-updates> to receive
updates on this situation as they become available.

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