

DirectMed Imaging's Acquisition of Richardson Healthcare – Customer FAQ's

Overview of the Acquisition

1. Why did DirectMed Imaging acquire Richardson Healthcare?

DirectMed Imaging acquired Richardson Healthcare to combine their complementary strengths and enhance their offerings. DirectMed's expertise in multi-modality and multi-manufacturer imaging parts, paired with Richardson Healthcare's focus on Toshiba parts and CT tube manufacturing, allows for a broader range of products and services for customers.

As part of this acquisition, DirectMed Imaging is now the exclusive global distributor of new ALTA750 and 750G CT X-Ray tubes for Toshiba CT systems, as well as repaired Siemens Straton Z and MX series CT tubes. Richardson remains committed to engineering and manufacturing CT tubes, with plans to release OEM alternative Straton MX and MX-Ps this May and additional CT X-Ray tubes by 2026

2. What changes should I expect?

In the short term, your experience with both companies will remain the same. Over the next several months, Richardson Healthcare will become DirectMed Imaging, resulting in streamlined processes and a broader range of products and services.

3. Will the Richardson Healthcare brand still exist?

Currently, Richardson Healthcare will continue its focus on Toshiba parts, training, and Siemens and Toshiba CT tube manufacturing. A branding transition to DirectMed is planned for the near future, and updates will be provided.

4. What are the benefits for me as a customer?

Customers will benefit from:

- A wider inventory of imaging parts across multiple manufacturers.
- New training opportunities.
- Access to the combined expertise of two industry leaders.

Customer Accounts & Services

5. Do I need to set up a new account with DirectMed Imaging?

No, your existing account with Richardson Healthcare will remain active. Any updates to account management or terms of sale will be communicated.

6. Will my current contracts or agreements with Richardson Healthcare remain valid?

Yes, all existing contracts and agreements will continue to be honored as originally agreed.

7. Will my account representative change?

No, your account representative(s) will remain the same. If you have an account representative at both locations, please reach out as follows:

- For tubes and/or training currently offered by Richardson Healthcare, please contact your Richardson or account representative
- For parts, training, or support currently offered by DirectMed Imaging, please contact your DirectMed account representative.

8. I am currently scheduled for training at Richardson, will that change?

Your scheduled training at Richardson Healthcare in South Carolina will remain unchanged for now. All training courses will continue to be offered and attended at this location as planned.

Orders, Pricing, and Quoting

9. Will pricing or quoting processes change?

Pricing and quoting will remain the same during the integration period. Efforts are underway to align pricing structures for consistency across both organizations.

10. Can I still place orders the same way?

Yes, you can continue placing orders through the same Richardson Healthcare channels. DirectMed's order channels are also available for multi-modality and multi-manufacturer needs.

11. Who should I contact if I have questions or concerns?

Please continue to contact your preferred DirectMed or Richardson Healthcare representative. Both teams can support your needs. For additional assistance, DirectMed's support team is available 24/7 at 855-463-3727 or sales@directmedimaging.com.

12. Will there be any downtime during the integration?

No, we do not anticipate any service disruptions.

13. How will I stay informed about updates?

Regular updates will be provided via email or on www.directmedimaging.com