

RE: Ordering and Service Support Update

Dear Valued Customer,

As part of the continuing integration of the BTG businesses into Boston Scientific, we are about to achieve a significant milestone by integrating most of the BTG products into the Boston Scientific Distribution, Customer Service, Capital Equipment Technical Service, and Accounts Receivables functions. This will help streamline your ordering and service support interactions with the Boston Scientific Peripheral Interventions team.

Benefits of this integration step for customers include:

- Consolidated direct orders
- Consolidated global Customer Service team
- Consolidated Technical Service for all capital equipment support
- For Boston Scientific customers who also previously purchased from BTG, fewer remit-to accounts and the reduction of vendors

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### What You Need to Know

While the long-term benefits are significant, this shift will involve a few important process adjustments that we wanted to inform you of in advance. **Please review these new processes carefully and adjust your business procedures as appropriate.**

**Effective April 6, 2020, in the U.S.** The following BTG products will be distributed via the Boston Scientific distribution center in Quincy, MA: EKOS™ Endovascular Catheter, Sentry Bioconvertible IVC Filter, Bead Block™, LC Bead™, LC Bead LUMI™, LC BeadM1™, and Cryoablation (Galil) needles and accessories. Capital products (e.g. ICEfx, Visual-ICE, Visual-ICE MRI, PT-3B and Control Unit 4.0) will be distributed from Arden Hills, MN.

**At this time, there will be no change to business processes for TheraSphere™, Varithena™, CroFab™, DigiFab™ and Voraxaze™. Continue business as usual for these products.**

**The following changes apply only to these products, effective April 6, 2020:**

*EKOS, Cryoablation (Galil), Embolic Beads, Sentry*

**What You Need to Do**

- Customers should update their vendor master information to Boston Scientific for the applicable products in preparation for April 6, 2020. *A table of product codes can be found on [page 7](#).*
- Review the “*Last BTG Product Orders*” table below for when last orders must be submitted to BTG. BTG Customer Service will no longer fulfill orders after the listed time.

For your convenience, here are the Boston Scientific customer service contact details that will apply to the above listed BTG products starting April 6, 2020:

*Boston Scientific Customer Service Contact Information*

- Customer Service Phone: 1.888.272.1001
- Customer Service Fax: 1.888.272.9444
- Customer Service email: [bscemailorders@bsci.com](mailto:bscemailorders@bsci.com)
- Service Hours of Operation: Monday through Friday, 8:30 a.m. to 9:30 p.m. ET, excluding major U.S. national holidays
- EDI Phone: 1.877.272.3340
- EDI Fax: 1.888.272.9444
- EDI email: [bscedisupportus@bsci.com](mailto:bscedisupportus@bsci.com)

**Last BTG Product Orders**

Until April 6, 2020, we will accept product orders submitted to BTG. Timing for when last product orders must be submitted to BTG for the following products:

Product(s)	Last Order Date	Last Order Time
EKOS Consoles	April 3 <sup>rd</sup>	4:30PM CST
EKOS Catheters, Sentry Single Use	April 3 <sup>rd</sup>	4:30PM CST
Cryoablation Systems	April 1 <sup>st</sup>	3:30PM CST
Cryoablation Needles and Accessories	April 3 <sup>rd</sup>	3:30PM CST
Embolic Beads	April 3 <sup>rd</sup>	3:30PM CST

Legacy BTG Customer Service will no longer fulfill orders after the listed time.

**Purchase Orders and Invoices**

*Applies to the following products: EKOS, Cryoablation (Galil), Embolic Beads, Sentry*

- Purchase orders will need to change to Boston Scientific starting April 6, 2020.
- Invoices will come from Boston Scientific, after April 6, 2020.
- Remit addresses and accounts will also change to Boston Scientific as of April 6, 2020. To make a payment by check you may remit to the location closest to you at:

Boston Scientific Corporation  
 PO Box 786205  
 Philadelphia, PA 19178-6205

or

Boston Scientific Corporation  
 PO Box 951653  
 Dallas, TX 75395-1653

- **There will be no changes for the purchase ordering process for TheraSphere, Varithena, CroFab, DigiFab, and Voraxaze at this time.**

### Non-Complaint Return Process

- The process for returns will adjust to the Boston Scientific process on April 6, 2020, which requires that you obtain a return authorization from Boston Scientific prior to returning product. To request a Return Goods Authorization (RGA) for single use devices, please call 1.800.862.1284.

See page 6 for Returns without Complaints contact information.

### Consignment Customers

For consignment customers, inventory will move from BTG systems to Boston Scientific systems on April 6, 2020. To inquire or make changes, please contact your BSC Sales Representative.

### Contracts

All sales and other customer contracts that you now have with BTG entities will be transferred to Boston Scientific Corporation as the new contracting party, with no need for any action by you. All previously agreed-upon contract terms will be maintained for the duration of the contract. As contracts are renewed or amended, they will reflect Boston Scientific contract terms and conditions. Please contact your sales representative if you have any questions regarding current or future contracts.

### Capital Equipment Technical Service Center

Boston Scientific will provide the technical support and field service for the BTG EKOS and Cryoablation products starting on April 6, 2020. Please contact the Technical Support hotline number for:

- Technical Support
- Field Service
- Service Agreement information
- Order>Returns for service events

For new Capital Equipment orders, starting April 6, 2020, please contact your BSC Sales Representative.

See page 6 for the Capital Equipment Technical Assistance Center contact information.

### Complaints

Please use one of the following options to report a complaint beginning April 6, 2020 for EKOS, Cryoablation, Embolic Beads, Sentry, and Roxwood:

- Phone: 1.800.811.3211
- Address: Two Scimed Place  
Maple Grove, MN 55311-1566
- Email: [ICardioQAComplaints@bsci.com](mailto:ICardioQAComplaints@bsci.com)

### **Returns with Complaint for EKOS, Cryoablation, Embolic Beads, Sentry, and Roxwood:**

To return product associated with a complaint to Boston Scientific from April 6, 2020, please contact the Complaint Call Center to request an RGA number and to report the complaint.

- For Single Use Devices: 1.800.811.3211 (option 1), Monday through Friday 7:00 a.m. to 4:00 p.m. EST
- For Capital Equipment: 1.800.949.6708, Monday through Friday, 5:30 a.m. to 6:00 p.m. EST

Please note:

- Single Use Devices are to be shipped to Quincy (500 Commander Shea Blvd Quincy, MA 02171 USA)
- Capital equipment will be returned to Arden Hills (4100 Hamline Ave N, St. Paul, MN 55112-5798, Attention Dock 9)

Please use the Product Return Kits per product; request one from Complaint Call Center as required:

*Beads:* UMD Return Kit - US H749391050  
*EKOS/Sentry/Roxwood:* UMD Return Kit - US H749391050  
*Cryoablation (Galil)/Needles:* UMD Return Kit - H749394140

## **TheraSphere**

*There will be no change to business processes for TheraSphere at this time. Continue business as usual.*

### **Customer Service – TheraSphere**

In the US or Canada, for orders or any supply-related questions about TheraSphere please contact:

- Phone: 1.866.363.3330 (toll free)
- Fax: 1.800.268.5299 (toll free)
- Fax: 1.613.482.4843
- Email: [theraspherecustomersupport@bsci.com](mailto:theraspherecustomersupport@bsci.com)
- Service Hours of Operation: Monday through Friday, 8:00 a.m. to 8:00 p.m. ET

### **Complaints – TheraSphere**

After April 6, complaint reporting and product returns for TheraSphere should follow the same BTG processes as before.

- Phone: 1.866.363.3330
- E-mail: [theraspherecustomersupport@bsci.com](mailto:theraspherecustomersupport@bsci.com)

## **Varithena**

*There will be no change to business processes for Varithena at this time. Continue business as usual.*

### **Customer Service – Varithena**

In the US, please direct all inquiries to:

- Phone: 1.855.971.VEIN (8346)
- Fax: 1.877.626.9910
- Email: [VarithenaCustomerCare@bsci.com](mailto:VarithenaCustomerCare@bsci.com)

### **Complaints – Varithena**

After April 6, complaint reporting and product returns for Varithena should follow the same BTG processes as before.

**MUST REPORT VARITHENA COMPLAINTS WITHIN 24 HOURS OF NOTIFICATION**

- Website has contact form: <https://btgplc.com/en-US/Varithena/Patient-Support>
- E- mail: [vigilance@btgplc.com](mailto:vigilance@btgplc.com)

## **Roxwood Products**

- The Roxwood crossing devices have been discontinued as of March 31, 2020.
- For customer service or complaints on remaining products, please contact the Boston Scientific numbers as listed above.

Thank you in advance for your attention, flexibility, and consideration as you adopt these process changes at your facility.

We recognize this update comes at a time when you are facing unprecedented challenges. We are focused on providing the highest level of customer service and support during this transition period.

Please share this letter to any colleagues or department that should be informed of these changes.

Sincerely,



Jeff Mirviss  
Boston Scientific  
EVP and Global President, Peripheral Interventions

*Peripheral Interventions Support and Service Contact information on next page.*

## PERIPHERAL INTERVENTIONS CONTACT INFORMATION

### Customer Service – All products *except* TheraSphere and Varithena

- Customer Service Phone: 1.888.272.1001
- Customer Service Fax: 1.888.272.9444
- Customer Service email: [bscemailorders@bsci.com](mailto:bscemailorders@bsci.com)
- Service Hours of Operation: Monday through Friday, 8:30 a.m. to 9:30 p.m. EST, excluding U.S. national holidays
  
- EDI Phone: 1.877.272.3340
- EDI Fax: 1.888.272.9444
- EDI email: [bscedisupportus@bsci.com](mailto:bscedisupportus@bsci.com)

### Customer Service – TheraSphere

- Phone: 1.866.363.3330 (toll free)
- Fax: 1.800.268.5299 (toll free)
- Fax: 1.613.482.4843
- Email: [theraspherecustomersupport@bsci.com](mailto:theraspherecustomersupport@bsci.com)
- Service Hours of Operation: Monday through Friday, 8:00 a.m. to 8:00 p.m. EST

### Customer Service – Varithena

- Phone: 1.855.971.VEIN (8346)
- Fax: 1.877.626.9910
- Email: [VarithenaCustomerCare@bsci.com](mailto:VarithenaCustomerCare@bsci.com)

### Returns without Complaints

- Phone: 1.800.862.1284
- Fax: 1.800.462.6255
- Return Hours of Operation: Monday through Friday, 8:30 a.m. to 9:30 p.m. EST, excluding U.S. national holidays

### Capital Equipment Technical Assistance Center and Service Agreement Information

- Phone: 1.800.949.6708
- Fax: 1.408.957.6285
- Email: [CEtechsupportUSA@bsci.com](mailto:CEtechsupportUSA@bsci.com)
- Technical Support Hours of Operation: Monday through Friday, 6:30 a.m. to 7:00 p.m. CST
- Emergency Support: 24 hours/day, 7 days per week

### Complaints – All products *except* TheraSphere and Varithena

- Phone: 1.800.811.3211
- Address: Two Scimed Place, Maple Grove, MN 55311-1566
- Email: [ICardioQAComplaints@bsci.com](mailto:ICardioQAComplaints@bsci.com)

### Returns with Complaints – All products *except* TheraSphere and Varithena

- For Single Use Devices: 1.800.811.3211 (option 1), Monday through Friday 7:00 a.m. to 4:00 p.m. EST
- For Capital Equipment: 1.800.949.6708, Monday through Friday, 5:30 a.m. to 6:00 p.m. EST

### Complaints / Returns with Complaints - TheraSphere

- Phone: 1.866.363.3330
- E-mail: [theraspherecustomersupport@bsci.com](mailto:theraspherecustomersupport@bsci.com)

### Complaints / Returns with Complaints - Varithena

- **MUST REPORT VARITHENA COMPLAINTS WITHIN 24 HOURS OF NOTIFICATION**
- Website contact form: <https://btgplc.com/en-US/Varithena/Patient-Support>
- E- mail: [vigilance@btgplc.com](mailto:vigilance@btgplc.com)

## Product Codes

Please reference the table below to update your vendor master information to Boston Scientific for the applicable products.

BSC Materials	Description
NM60-16-28	Sentry IVC Filter
EB2S103	Embolization Beads 100-300 micron
EB2S305	Embolization Beads 300-500 micron
EB2S507	Embolization Beads 500-700 micron
EB2S709	Embolization Beads 700-900 micron
EB2S912	Embolization Beads 900-1200 micron
RO2L000	Radiopaque Embolic Bead 40-90 micron
RO2L001	Radiopaque Embolic Bead 70-150 micron
RO2L103	RADIOPAQUE EMBOLIC BEAD 100-300 MI
VE020GS	Low Compression Microspheres 70-150 micron
VE220GS	Low Compression Microspheres 100-300 micron
VE420GS	Low Compression Microspheres 300-500 micron
VE620GS	Low Compression Microspheres 500-700 micron
500-55106	EkoSonic Kit, 106cm, 6 cm TZ
500-55112	EkoSonic Kit, 106cm, 12 cm TZ
500-55118	EkoSonic Kit, 106cm, 18 cm TZ
500-55124	EkoSonic Kit, 106cm, 24 cm TZ
500-55130	EkoSonic Kit, 106cm, 30 cm TZ
500-55140	EkoSonic Kit, 106cm, 40 cm TZ
500-55150	EkoSonic Kit, 106cm, 50 cm TZ
500-56112	EkoSonic Kit, 135cm, 12 cm TZ
500-56130	EkoSonic Kit, 135cm, 30 cm TZ
500-56140	EkoSonic Kit, 135cm, 40 cm TZ
500-56150	EkoSonic Kit, 135cm, 50 cm TZ
600-30000	EKOSONIC CONTROL UNIT PT-3B
600-40500	Control Unit 4.0
700-10302	EkoSonic Connector Interface Cable w/ CIC Clip (includes 700-40000)
700-10410	Control Unit 4.0 CIC
700-20201	Replacement Filter for Control Unit
700-51102	AC Adapter Cable 110V USA - Right Angle, for use with UPS
700-53301	Control Unit 4.0 AC Adapter Cable USA
700-60101	Universal Cart (w/o UPS)
700-60201	UNIVERSAL CART US (WITH UPS)
700-60301	Modified Uninterruptible Power Supply (Labeled)
700-60401	Control Unit 4.0 Cart, US
FPRCH4003	Dual tank 4.5 meter BAR
FPRCH4004	ASSY, DUAL CYL ADAPTER 5M PSI
FPRCH4005	ASSY, DUAL CYL ADAPTER 5M BAR
FPRCH4007	DUAL TANK 8M PSI
FPRCH4008	DUAL TANK 8M BAR
FPRCH6000-02	Visual-ICE® Cryoablation System, US
FPRCH6102	ARGON SUPPLY HOSE 3M, PSI
FPRCH6104	HELIUM SUPPLY HOSE 3M, PSI
FPRCH6110	USB FLASH DRIVE
FPRCH6111	ETHERNET CABLE



FPRCH6112	CHASSIS COVER
FPRCH6113	WRENCH (1 1/4)
FPRCH6116	WRENCH POUCH
FPRCH6117	10 LABELS AND PEN STERILE
FPRCH6126	ASSY ADJUSTABLE WRENCH VISUAL-I
FPRCH6127	ASSY, AR SUPPLY HOSE 5M PSI
FPRCH6128	ASSY, AR SUPPLY HOSE 5M BAR
FPRCH6129	ASSY, HE SUPPLY HOSE 5M PSI
FPRCH6130	ASSY, HE SUPPLY HOSE 5M BAR
FPRCH6131	ASSY, 5M SUPPLY HOSE W/O GAUGE
FPRCH6132	ASSY, 8M TEFLON LINED W/O GAUGE
FPRCH6133	ASSY, SPARE 1.22M AUX SUP HOSE
FPRCH6137	ARGON SUPPLY HOSE 8M PSI
FPRCH6138	ARGON SUPPLY HOSE 8M BAR
FPRCH6139	HELIUM SUPPLY HOSE 8M PSI
FPRCH6140	HELIUM SUPPLY HOSE 8M BAR
FPRCH6141	ASSY,AR SUPPLY LINE 5M BAR NEVOC
FPRCH6142	ASSY,HE SUPPLY LINE 5M BAR NEVOC
FPRCH6143	ASSY,DUAL CYL ADAP 5M BAR NEVOC
FPRCH6144	ARGON SUPPLY HOSE 8M BAR NEVOC
FPRCH6145	HELIUM SUPPLY HOSE 8M BAR NEVOC
FPRCH6146	DUAL TANK 8M BAR NEVOC
FPRCH6147	ASSY SPR 1.22M AUX HOSE NEVOC
FPRCH7000	VI MRI CRYOABLATION CONSOLE
FPRCH8000-02	ICEfx Cryoablation System, US
FPRCH8010	ICEfx Cart
FPRCH8020	ICEfx SUITECASE
FPRCH8021	ICEFX SUITCASE NO WHEELS
FPRCH8050	ICE FX CART, UNIVERSAL
FPRPR3008	IceSeed® Prostate Kit / SE
FPRPR3070	IceRod® Prostate Kit / SE
FPRPR3192	IceSeed MRI Needle / MRI SE
FPRPR3193	IceRod MRI Needle / MRI SE
FPRPR3194	IceSeed 90° MRI Needle / MRI SE
FPRPR3195	IceRod 90° MRI Needle / MRI SE
FPRPR3201	IceSeed Needle
FPRPR3202	IceSeed 90° Needle
FPRPR3203	IceRod Needle
FPRPR3204	IceRod 90° Needle
FPRPR3212	Thermal Sensor MultiPack
FPRPR3258	IceSphere Needle
FPRPR3260	IceSphere 90° Needle
FPRPR3506	IceEDGE 2.4 90° Needle
FPRPR3508	IceRod Plus 90° Needle
FPRPR3510	IceRod Plus Needle
FPRPR3533	IceRod CX 90° Needle/VL
FPRPR3558	IceSphere® Needle
FPRPR3560	IceSphere® 90° Needle
FPRPR3561	IceSphere® S 90° Needle
FPRPR3570	5 IceSphere® Prostate Kit



FPRPR3571	5 IceRod® i-Thaw® Prostate Kit
FPRPR3572	IceRod® i-Thaw® Prostate Kit/VL
FPRPR3573	IceSphere™ 1.5 CX 90°
FPRPR3601	IcePearl 2.1 CX 90° Needle
FPRPR3602	IceFORCE 2.1 CX 90° Needle
FPRPR3603	IcePearl 2.1 CX Needle
FPRPR3604	IceFORCE 2.1 CX Needle
FPRPR3605	IceFORCE 2.1 CX Prostate Kit/VL
FPRPR3606	IcePearl 2.1 CX Prostate Kit/VL
FPRPR3607	3 Ice FORCE ® 2.1 Prostate Kit/V
FPRPR3608	3 IcePearl® 2.1 Prostate Kit/VL
FPRPR3617	IcePearl™ 2.1 CX L 90° Needle
FPRPR3618	IceFORCE™ 2.1 CX L 90° Needle
FPRPR3701	ICEROD MRI CX 90 DEGREE NEEDLE/VL
FPRPR3702	ICEROD MRI CX NEEDLE/VL
FPRPR3703	ICESPHERE MRI CX 90 DEGREE NEEDLE/
FPRPR3704	ICESPHERE MRI CX NEEDLE/VL
FPRPR4003	Urethral Warming Set
FPRPR4009	IceRod i-Thaw Needle / PR
FPRPR4010	Multi-Point Thermal Sensor / PR
FPRPR4070	IceRod® i-Thaw® Prostate Kit /PR
FPRPR4518	IceSeed® Prostate Kit / PR
FPRPR4570	ICEROD HE-THAW PROSTATE KIT /PR