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Dear Friends and Colleagues,

The Coronavirus pandemic is causing significant disruptions worldwide, something you all know very well I am sure. We hope that you and your families remain safe and healthy during this difficult time.

First of all, we want you to know that Berlin Heart remains fully operational and that we will remain available to support you in any way that we can.

In an effort to protect our customers and employees and slow the spread of the Coronavirus, Berlin Heart has implemented measures recommended by the World Health Organization including limiting travel, limiting access to our facilities, allowing only essential employee access to our production facilities and mandatory remote working for all non-operational employees. Furthermore, we have developed a response plan to ensure that production, supply and service continues so that we are able to support you and your patients and meet the market demand for our products.

We will continue to monitor the Coronavirus and its effects on both the individuals and our company closely, following the current guidance from the appropriate government, health, and regulatory authorities and remain committed to the safety and health of all. Please do not hesitate to contact us if we can assist you in any way. Our Clinical Affairs Team remains available 24 hours per day, 7 days per week via or Clinical Hotline, 888-826-9466 to assist you with urgent clinical issues or to provide clinical support for you and your patients.

Berlin Heart continually strives to provide our customers with the highest quality products and the very best service. We appreciate your continued interest in the EXCOR® Pediatric VAD system and are thankful for your support of Berlin Heart especially during this difficult time.

With my very best regards,

Robert Kroslowitz

Bob Kroslowitz
President and CEO
Berlin Heart Inc.