

Welcome to React Health!

React Health has completed the purchase of the Respiratory Product Line from Invacare. This includes:

- » Platinum 5NXG Stationary Concentrator
- » Platinum 10L Stationary Concentrator
- » Platinum Mobile POC (Portable Oxygen Concentrator)
- » HomeFill Equipment/Cylinders
- » Pediatric Oxygen Flow Meter
- » Oxygen Analyzer
- » Service Parts & Accessories

React Health has not purchased the remaining products from Invacare, these will continue to be sold by Invacare. This includes the Lifestyles, Seating and Mobility product lines.

This document was created to answer any questions that you might have during this period of transition.

Product Names

React Health will be maintaining the product names of these devices under their name. For Example, the HomeFill will be the React Health HomeFill device. The model names will not change.

Outstanding Orders placed with Invacare prior to the sale of the Respiratory Product Line

Orders placed with Invacare prior to the sale to React Health were not transferred over. These orders will need to be placed with React Health Customer Service at 863-226-6285 and follow the prompts to place a new order or email orders@reacthealth.com

Resuming Production

React Health will begin resuming production of parts



and products on a staged basis as component parts become available. If you would like to be made aware of new products coming to market, please subscribe to InvacareUpdates@ReactHealth.com.*

Product Availability Timeline

We are working to bring products to market as quickly as possible. At this time we are not able to provide exact dates for product availability.

Waitlist/Backorder List

React Health will be taking a wait (backorder) list, but unfortunately, we will not be able to provide estimated dates until we get closer to production. If you decide to be placed on the wait (backorder) list, you will be contacted as soon as a shipping date is available.

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Ordering From React Health

React Health requires that all customers have an active, open account to place any orders for parts or products with them. You can find out New Account Application [HERE](#).

React Health recommends opening an account with our Finance Department as soon as possible to eliminate any shipping delays when products become available.

Financing and Leasing

React Health offers several financing and/or leasing options with financial partners. If financing and/or leasing are of interest to you, please speak with our Sales or Customer Service Teams.

Warranty Repairs

For listed Respiratory Devices Purchased Prior to January 28, 2023

Invacare is currently liable for processing any warranty reimbursement for Invacare products sold prior to January 28th, 2023. They will also continue to service POC devices until Ventec takes ownership of that task. For service and repair on products other than the POC, customers should contact the closest Independent Repair Center ([see attached map](#)). To request a POC repair, please contact Invacare Customer Service at 800-333-6900 or CSCComplaints@invacare.com.

For Listed Devices Purchased January 29th 2023 and After

React Health is working to stand up the repair network and processes to handle warranty processing for product sold after January 29th, 2023. The Ventec team will be taking on the responsibility for answering and processing these questions. We are working to change the phone system so all numbers can reach react or Ventec based on the call tree decisions. Call 844-640-4357 and follow the prompts for Service and Repair.

Authorized Invacare Service Centers

Ventec Life Systems is working to take ownership of POC repairs by July 30th, 2023. Contact Invacare currently for any POC repairs. We will provide additional communication when the transfer of POC repairs takes place.

For Technical Support

Invacare will not be responsible for Tech Support for RESPI products after ~July 30th, 2023. The Ventec Service team will be fielding these calls.



Platinum 10L Stationary Concentrator



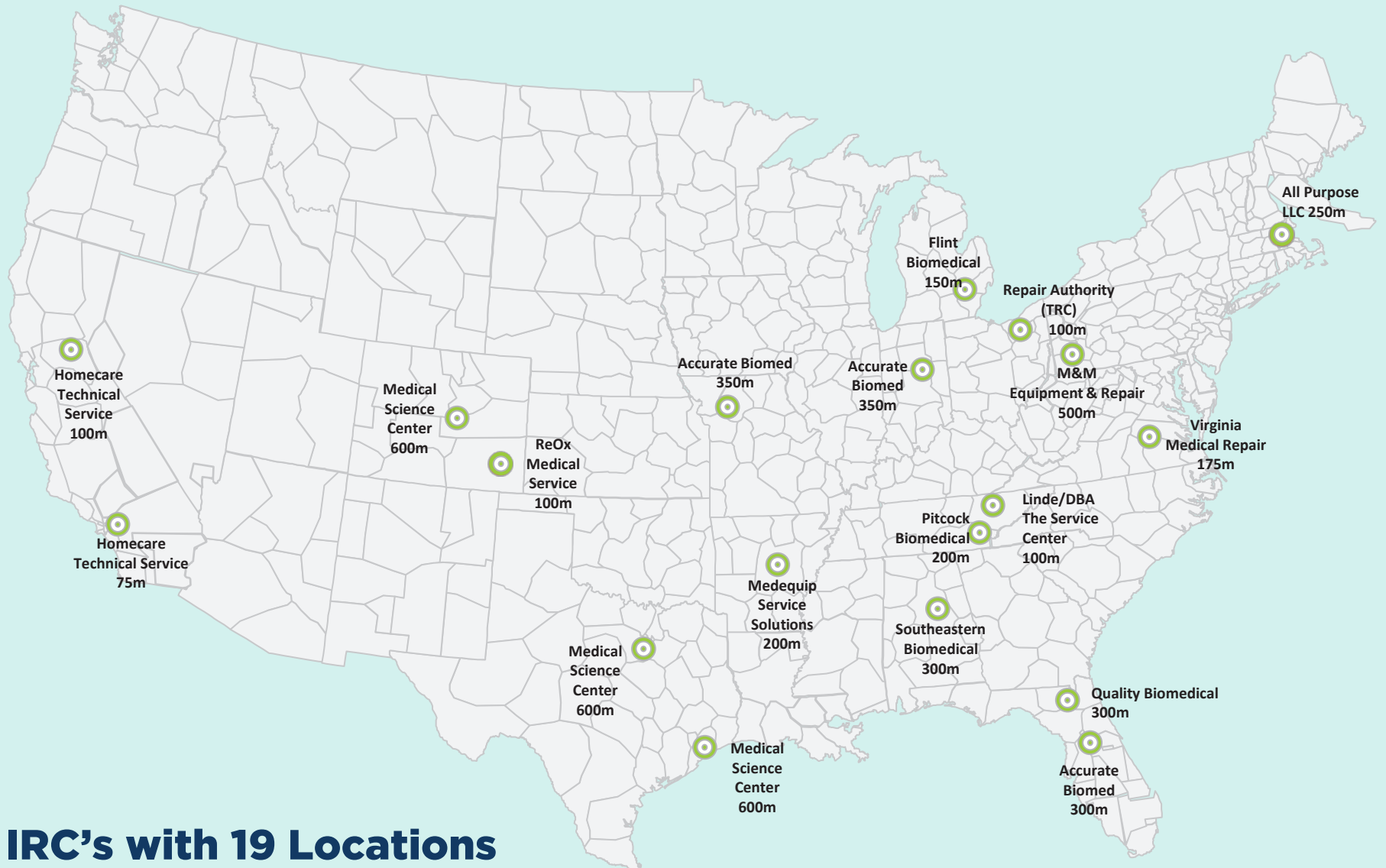
Platinum 5NXG Stationary Concentrator



HomeFill Equipment /Cylinders

**Your email will not be utilized for other marketing purposes.*

Independent Repair Centers



14 IRC's with 19 Locations