



October 9, 2025

Vilnius University Hospital Santaros Klinikos  
Procurement Committee

Regarding: The procurement of “Post-warranty Service for NIOBE External Navigation System and ODYSSEY VISION Workstation (10243)”

We, STEREOTAXIS, INC., hereby confirm that SIA Arbor Medical Korporacija will have access and the ability to use the resources of STEREOTAXIS, INC. throughout the entire period of performance of the contractual obligations between SIA Arbor Medical Korporacija and Vilnius University Hospital Santaros Klinikos.

STEREOTAXIS, INC., confirms that it has the resources and ability to ensure the following obligations:

- Preventive maintenance inspections
- System health checks
- Functional testing
- Electrical safety inspections
- External inspections
- Remote support
- Software service
- Operating system cyber security program updates
- Antivirus software update (when connected via VPN)
- On-site support including spare parts and labor
- 24x7 technical service response and triage

Should you require any further information, or clarification, please do not hesitate to contact me directly.

**STEREOTAXIS, INC.**

[Redacted Signature]  
Vice President, Operations

[Redacted Contact Information]  
[www.stereotaxis.com](http://www.stereotaxis.com)