



User Satisfaction Trending™

| | |
|------------|-------------------------|
| Vendor | HAMILTON MEDICAL |
| Technology | VENTILATOR |
| Date | 7/1/2010 |

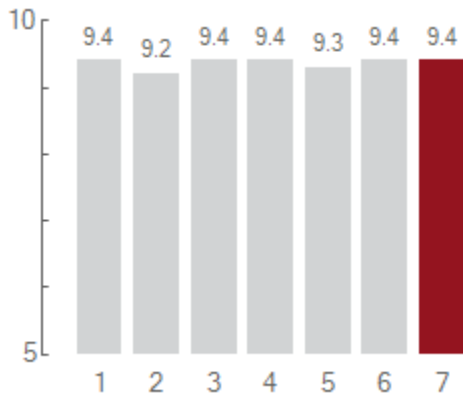
User Satisfaction Trending

2nd Quarter, 2010 (released on 7/1/2010)

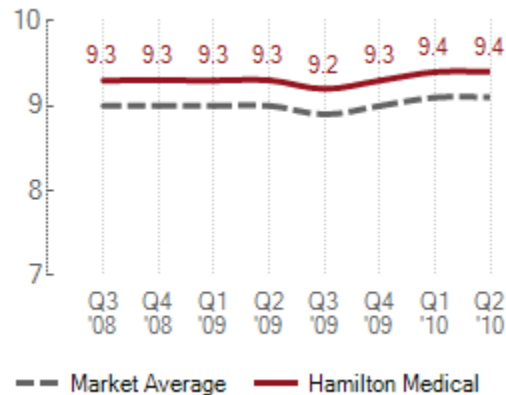
| | System Performance | System Reliability | Installation / Implementation | Applications Training | Service Response Time | Service Repair Quality | Composite |
|-------------------------|--------------------|--------------------|-------------------------------|-----------------------|-----------------------|------------------------|-----------|
| CAREFUSION | 9.2 | 9.0 | 9.2 | 9.3 | 9.3 ▲ | 9.3 | 9.2 |
| COVIDIEN | 9.2 | 8.9 | 9.3 | 9.2 | 9.1 | 9.2 | 9.1 |
| DRAEGER MEDICAL | 9.1 | 9.0 | 9.0 ▼ | 9.2 | 9.0 | 9.2 | 9.1 |
| HAMILTON MEDICAL | 9.4 ▲ | 9.2 ▲ | 9.4 ▲ | 9.4 ▲ | 9.3 ▲ | 9.4 ▲ | 9.4 ▲ |
| MAQUET | 9.2 | 9.1 | 9.0 ▼ | 9.1 ▼ | 9.2 | 9.1 | 9.1 |
| PHILIPS | 8.6 ▼ | 8.7 ▼ | 9.0 ▼ | 9.4 ▲ | 8.9 ▼ | 9.0 ▼ | 8.9 ▼ |

▲ - represents the highest rating in a category. ▼ - represents the lowest rating in a category.

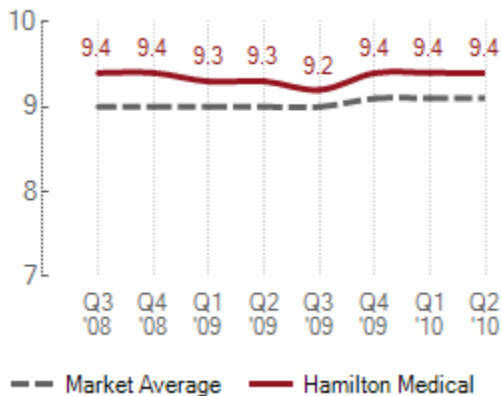
User Satisfaction Ratings



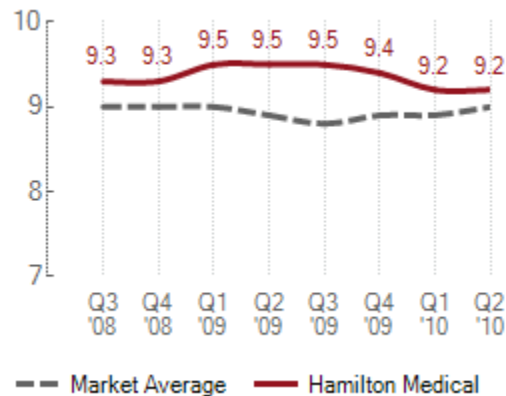
Composite Trend



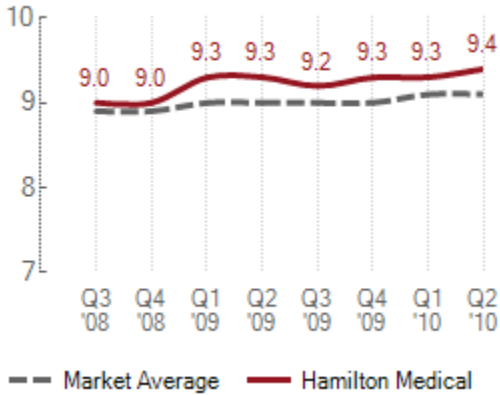
System Performance



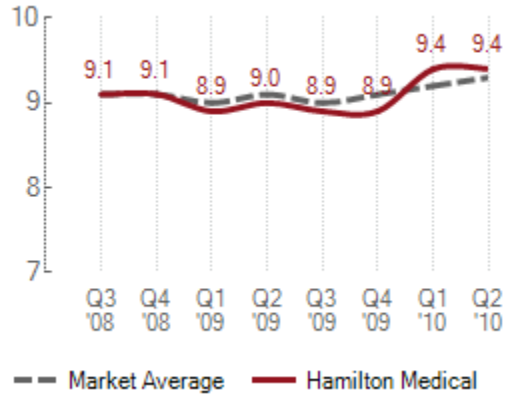
System Reliability



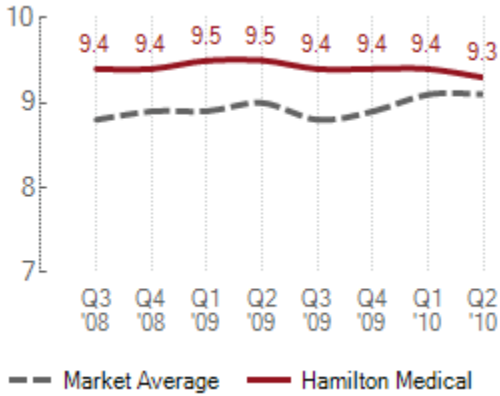
Installation / Implementation



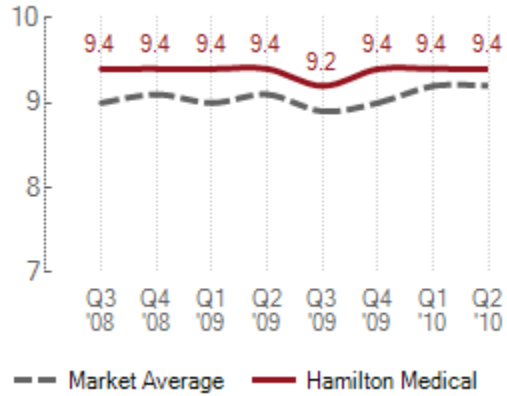
Applications Training



Service Response Time



Service Repair Quality



Questions?

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