

# FAQ – Dealers, Distributors & Suppliers

## **Who Is Etac?**

Founded in 1973, Etac is a world-leading developer and provider of pediatric and adult mobility products, assistive devices, and patient handling equipment, with product brands such as Convaid, R82, Molift, Immedia, Star and Etac.

The company is headquartered in Sweden, and besides Convaid | R82 in the US, Etac also operates sales companies in Scandinavia, Germany, Netherlands, United Kingdom, Italy and Australia, and has an extensive network of distributors in over 50 other markets around the world.

Etac's products are designed in Scandinavia and the US, and whether the solution is for a child or an elderly person, our aim is always to promote the individual's abilities and improve the caregiver's working conditions – through quality, functionality and design.

## **Why are you changing name to Etac?**

Convaid | R82 has been part of Etac for several years. With product brands such as Convaid, R82, Molift, Immedia, Star, and Etac, we have become one of the world's leading developers and providers of pediatric and adult mobility products, assistive devices, and patient handling equipment for all daily needs. Many know at least one of our product brands but are not aware of our complete family of products.

By adopting the Etac name, we take the first step of making it easier to get to know our company and explore our full offering. As Etac, we continue to provide our well-reputed product brands, only in an easier way.

## **What is changing, and when?**

Our corporate name and logo change from Convaid | R82 to Etac, and in line with our ambition of making things easier we will:

- Replace our multiple websites with one new Etac website. Meanwhile, you can find all our current websites on [www.etac.us.com](http://www.etac.us.com).
- Replace our various email addresses with one (@etac.com).
- Change our tradeshow booth to reflect our new corporate name. The first time you meet us as Etac will be on the International Seating Symposium in Vancouver, March 3-6 2020.

We put you, our customer, in focus and you will be informed before any changes are made.

Please observe that we will continue to provide our well-reputed product brands as always (Convald, R82, Molift, Immedia, Star and Etac) and there will be no change of our manufacturing. The ambition is only to make it easier to get to know our company and explore our full offering.

**Do you still sell Convald, R82, Molift, Immedia, Star and Etac products?**

Yes, we do. We only aim to make it easier to get to know our company and explore our full offering.

**Will the product brands Convald, R82, Molift, Immedia, Star and Etac be changed into Etac?**

No, all our product brands will remain unchanged. We only aim to make it easier to get to know our company and explore our full offering.

**Have you changed your logos?**

Our corporate logo has changed from Convald | R82 to Etac. Additionally, our product brands (Convald, R82, Molift, Immedia, Star and Etac) will add the tagline "by Etac" to their logo to ease recognition of our product range.

**What is the difference between the two Etac names/logos?**

Etac is the name of our company, as well as the name of one of our product brands.

**Do I still have the same dedicated sales representative?**

Yes, you still have the same dedicated sales representative. Our sales teams will not change due to the name change.

Your sales representative is happy to tell you more about the changes and our company – and if you are interested in other product categories from us, your sales representative will put you in contact with an expert within your field of interest(s).

**Can I still contact the same customer service and technical support team?**

Yes, you still have the same product/brand-specialized service and technical support team. Our dedicated support has not changed.

Your customer service representative/technician is happy to tell you more about the changes and our company – and if you are interested in other product categories from us, your representative will put you in contact with an expert within your field of interest(s).

**Do you still have the same phone numbers?**

Yes, our phone numbers have not been changed.

**Will you still have the same email addresses?**

No, all email addresses will, in line with our new corporate branding, gradually be changed to firstname.lastname@etac.com. You will be informed before the change is made.

**Will I still visit the same website for product information and support?**

Yes, until we have replaced our multiple websites with one new Etac site you can still visit our current websites. You can find all our current websites on [www.etac.us.com](http://www.etac.us.com).

**I follow the different brands on social media. Will the social media accounts still be active?**

Yes, you can still follow us on the same social media accounts.

**Is the design and quality of your products changing?**

No. We will always aim to enhance the individual's ability and the caregiver's working conditions – through sustainable quality, functionality and design. That will never change.

**Is the price of the products changing?**

No, the prices of our products will not be changed as a result of the corporate name change.

**How will it affect me as a dealer/distributor?**

We believe that our corporate name change and related simplifications will lead to a smoother partnership with us. For example, instead of various websites, all our product brands (Convoid, R82, Molift, Immedia, Star and Etac) will soon be offered through one website.

You will keep your dedicated sales representative and product/brand-focused customer service and technical support team to secure specialized service.

**Will it be possible for me to sell the whole Etac range now?**

The corporate name change does not affect any distribution contracts, but please explore our full offering on our current websites (you find them all on [www.etac.us.com](http://www.etac.us.com)) – and contact your sales representative for more information. Your sales representative will put you in contact with an expert within your field of interest(s).

**If I only sell one of your product brands (e.g. R82), am I allowed to use the Etac logo as a reference to being “an Etac distributor/dealer”?**

Yes! As a distributor of our R82 products (or any other of our product brands), you are an Etac distributor. Please contact your sales representative for marketing support and/or if you are interested in more products from Etac's portfolio. Your sales representative will put you in contact with an expert within your field of interest(s).

**Who are our contractual parties?**

Today, we have three contractual parties for sales;

- **Convoid Products LLC** for Convoid products
- **R82 Inc** for R82, Molift, Immedia and Etac products
- **Star Cushion Products Inc** for Star products

No changes are required in your system for invoicing and purchase orders. There is also no change to our W-9 Tax form. We will still invoice and issue purchase orders from each of the three contractual parties listed above.

Please note that none of our manufacturing sites will change legal name.

**Is the regulatory labelling name changing?**

No, the regulatory labelling on our products will not change.

**Will I be required to upgrade a product simply due to the corporate name change?**

No, there is no need to upgrade a product due to the corporate name change. The name change will not affect the regulatory labelling on the products.

**Are you closing any facilities, or will there be any layoffs as a result of the name change?**

No, the corporate name change will not lead to any changes in our organization.

**Additional questions?**

Please contact your sales representative or customer service: +1 844-US-MOBILITY (844-876-6245)