



Ambu Acquisition of TIMS Medical **Frequently Asked Questions for Ambu Customers**

Dear Valued Customer,

As part of our ongoing strategy to drive innovation in Endoscopy Solutions and meet the evolving needs of health care professionals, health systems, and patients, we are proud to announce the acquisition of **TIMS Medical**, a U.S.-based MedTech company specializing in clinical imaging documentation, reporting, and hospital-system integration.

In 2025, **Ambu**, *the world leader in single-use endoscopy*, launched its **EndoIntelligence™ platform** to improve the way endoscopy and visualization is accessed and utilized across points of care. With the TIMS Medical acquisition, we are accelerating our ambition of bringing hardware, software, and AI together to help customers work more efficiently and confidently across the procedure journey – before, during, and after a procedure.

TIMS Medical is an industry leader in connectivity, reporting, and documentation technology, especially in mobile and versatile systems. Together, we can offer a range of solutions that fits your needs and strengthen endoscopy procedure capabilities for healthcare providers – particularly within integration, documentation, PACS/VNA, and the important EHR/EMR connectivity landscape.

To learn more about this exciting combination, you can visit, [Ambu Acquires TIMS Medical to Advance EndoIntelligence™ Endoscopy Solutions](#), or review the Press Release included here, [News](#).





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ABOUT THE ACQUISITION

1. Who is TIMS Medical, and why has Ambu acquired the company?

TIMS Medical is an industry leader in hospital EHR/EMR connectivity, procedural reporting/charting, and documentation, all from a versatile, easy-to-use mobile or stationary platform. We acquired TIMS Medical because we believe the company's people, capabilities, expertise, and offerings complement our customer-centric strategy in Endoscopy Solutions. Together, our offerings enhance the experience of healthcare providers and health systems, enabling them to deliver the best in endoscopy and imaging care. You can learn more about TIMS Medical here: <https://www.tims.com/>

2. How does this acquisition benefit our customers?

Our goal is to combine the strengths of both organizations to create greater value for healthcare providers and systems, and ultimately, patients. We expect this combination to enhance innovation and workflow in endoscopy, from procedure performance to patient-record/documentation, empowering our customers to deliver excellent endoscopy care where it is needed most. Today, Ambu and TIMS Medical share a number of customers, and already collaborate on areas of medical education and customer support. We expect these cooperations to only improve on behalf of the customers and healthcare providers we both serve. Beyond endoscopy, TIMS Medical is committed to continued innovation and workflow productivity in its modified barium swallow market segment within radiology enterprise imaging.

3. What does TIMS Medical bring to the combined organization?

TIMS Medical brings strong hospital integration capabilities and a solid customer base in Endoscopy and key synergistic Diagnostic Radiology procedures, such as Modified Barium Swallow assessments. TIMS Medical has a long-standing reputation for improving the clinical experience of these healthcare providers, and Ambu and our customers will benefit greatly from the company's valuable expertise, technologies, and customer relationships that complement and expand our existing portfolio.

4. How does this acquisition support innovation and future product offerings?

By bringing together complementary endoscopy/imaging technologies and expertise, we are excited about the countless ways we can accelerate innovation and new solutions that improve the overall experience of endoscopy care providers, from already synergized clinical areas of ENT and Speech Language Pathology to our other areas in endoscopy. We aim to create new ways of working that meaningfully enhance and change the delivery of care for patients.



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5. What is Ambu's EndoIntelligence™ Platform and Solutions:

EndoIntelligence™ is Ambu's unique platform combining software, AI, and hardware empowering performance across all our endoscopy solutions portfolios. Ambu is focused on creating a truly holistic, simple, and scalable platform for healthcare systems, delivering one seamless ecosystem and integrated endoscopy experience from any point of care. Our EndoIntelligence™ portfolio seeks to provide hardware, software, and services together in a way that enables high-quality delivery of endoscopy care, as well as the EHR/EMR-connected, capturing, documenting, reviewing, and charting capacities necessary in today's patient care cycle. Currently, Ambu's platform consists of the **aView 2 Advance**, a versatile all-in-one endoscopy display, and **aBox 2**, a powerful all-in-one endoscopy display – both operating a unified software and user interface, high-definition visuals, and featuring PACS-based EHR/EMR-connectivity, both wirelessly and wired without external devices.

About Current Products, Support, and Purchasing Logistics

1. Will the products I currently use continue to be available?

Yes. Customers should continue ordering and using products as they do today from both companies. Customers should not anticipate any immediate changes to product availability, support, or ordering due to this acquisition.

2. Will the way I order products change?

No. Customers of TIMS Medical and Ambu should continue ordering products the way they have always ordered. Should any future changes occur, customers will be notified well in advance.

3. Will customer pricing change?

No. All current pricing agreements and purchase order commitments remain in place. Should any future changes occur, customers will be notified well in advance.

4. Will product SKUs, names, branding, or packaging change?

No. There are no immediate changes expected to product SKUs, names, branding, or packaging. Everything for TIMS Medical and Ambu customers will remain as is today. Should any future changes occur, customers will be notified well in advance.



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5. Will product quality or specifications change?

No. Customers can expect the same high-quality standards and product performance they rely on today. Maintaining customer trust in the solutions they value today is our top priority.

6. Will there be any changes to product warranties?

No changes to existing warranty programs are expected or planned. Current warranty or service agreement commitments remain in effect per documented terms.

7. Will my current sales representative or support team remain the same?

Yes. Customers should continue working with their current sales contacts as they do today, from TIMS Medical and Ambu.

8. Will customer service contacts change?

No. Customers should continue using their existing customer service channels and points of contact to receive the support they need with their respective products.

9. Will technical support contracts or terms change?

No. We are committed to maintaining uninterrupted technical support and customer service. Customers should maintain current contacts and communications for the respective company products. TIMS Medical and Ambu both offer top-notch customer service and technical support, and customers will always be the number one priority.

10. If I have any further questions and needs, who should I contact?

For any questions on TIMS Medical products and support, please contact info@tims.com. For any questions on Ambu or the acquisition, please [contact us](#).