



Letter to our Distributor: ZAMAR features VS Competitors

The purpose of this document is to provide the seller with a clear and accurate overview of the most important aspects of ZAMAR systems. This ensures that all topics are ready to be presented to customers in the best possible way.

PROs

We have a different approach to our competitors... We don't talk about cold or heat, but about body temperature control and management. We use the principles of thermodynamics in refrigeration systems applied to the human body. As mentioned above, we are the only ones who use the characteristics of refrigeration systems, which offer enormous advantages in terms of power, reliability, and management of temperature and treatment times. We are able to extract heat (cold) and release heat (warmth) thanks to a heat pump refrigeration circuit with a reverse system. This type of technology results in a system that is completely closed to the outside and therefore very reliable. In addition to the refrigeration system, we have two other systems which, in combination with each other, result in the ZAMAR treatment. These systems are the hydraulic circuit and the air compression circuit.

The first is always a closed circuit and, thanks to ZAMAR liquid, composed of double-distilled water and monopropylene glycol, there is no need to empty and/or clean the system after each treatment as the liquid always remains inside the system and in the bands. Think of it as the radiator fluid in your car. From time to time, the machine may require you to top up the fluid tank, not because of a leakage, but due to micro-evaporation of the fluid inside the wraps (especially if they remain stationary for a long time). All this means that the system is always ready for use and does not require any special maintenance. This also prolongs the life of the wraps and prevents mold and bacteria from forming, which could affect the patient's environment.

The third system is the air circuit. This offers the possibility of compressing the part applied to the body in 3 levels: 40-60-80 mmHg. Unlike the others, we can also manage the compression times starting from one pulse every 3 seconds with subsequent steps of 1, 2, and 3 seconds up to constant compression for the entire duration of the treatment.

Speaking of ZC4 and ZH4, these are our best-selling models, developed for the needs of performance rehabilitation centres. You can choose temperatures ranging from 0 to 40°C for as long as required. It is therefore possible to set hot-cold contrast therapies and vice versa to increase metabolism and blood flow in cases where this effect is required. The temperature changes are gradual (5-7 minutes depending on the model of band and the number connected to the system) so that the body never enters "safety mode" and can therefore react naturally to these changes. Given the total absence of ice, they can work non-stop throughout the day.

These are the things that differentiate us most from ice systems (GR, etc.) and Peltier systems (NICE, etc.).



We could also talk about touch screen software, NO LEAK connectors, power expressed in watts compared to the competition, possibility connect ALWAYS two wraps per time, Clinical Studies published with our devices, etc... contact me directly for any further details.

CONs

- **PRICE**: our price is often higher than our competitors. It's easy to understand that we don't sell ICE BOX or electronic heat exchangers. We have dozens of components inside that have to be managed perfectly through our OS. We are Class IIa Medical Devices with all the compliance for **EC MD** and **US FDA 510k**. All these things allows us to present the most complete and safety device in the market.
- **WEIGHT**: As I previous told you, we have a lot of components inside the "box". It means that we can slightly heavier compared to an empty box like GR. For example, our Z-ONE is 9kg and ZC4 is 14kg. If you're looking for something to be carried in cars and moved to other specific place this little different in weight doesn't have a bad impact. If you want something "always on the move" maybe ZAMAR is not the right choice.
- **CONNECTORS**: Some people complaint about the effort they do during the connection. It is due to the **NO LEAK SYSTEM** of our connector. This system is crucial for us, especially in Hospital application before and after surgery. 5% can complaint about that but the more you use the connectors, the more everything become easier...
- **LIQUID "Consumption"**: As I already told you there's no consumption, only evaporation. Especially in the first period of wraps life, customer could claim that they are refilling too much liquid in the tank. In other words, they become worried about the impact of cost of the Liquid... This demand of liquid is higher only in this first stage of wraps life because they are extremely flexible. This flexibility has an impact also inside the cooling pad. It means that the initial stretched of the material cause an increasing of volume in terms of capacity. This situation ceases after a few treatments with that wrap.

For any further info contact me directly at gianmarco@zamar.care

date 09.25

Gianmarco Zanolli
COO

A blue ink handwritten signature, appearing to be "GZ", written over the printed name and title.