

Questions and answers

Regarding Moving USA Headquarters of Compumedics, Neuroscan and DWL.

Why the move?

Compumedics has been operating out of El Paso, TX since our acquisition of Neuroscan. For business reasons, we choose to maintain that location until the lease ended. Over the years we have been evaluating new locations that would allow us to better serve our customer, reduce our costs of transportation and be able to draw on a readily available workforce of highly qualified applicants. Charlotte, NC best met all of our needs and the local government worked with us to ensure a smooth and economically positive transition. We now feel that we are better positioned than ever before to provide our customers with the best possible service. In addition we gained some additional benefits, including lower cost of shipping and the establishment of our all-new state-of-the-art training and education center.

When did this happen?

While planning started over a year ago, the physical move to our new facility started in August, and will be complete by September 31, with full operations from the Charlotte facility.

What about phone numbers and contact information?

All toll-free numbers will remain the same, and at least initially fax numbers will be forwarded. New fax numbers have been established. All e-mail addresses will remain the same including info@compumedicsusa.com, Sales@compumedicsusa.com, and service@compumedicsusa.com.

What about service repairs and loaners?

All repairs, service and loaner items will be handled through the new Charlotte, NC office. Arrangements are in place to ensure that packages are shuttled between El Paso and the new facilities during any transition in mail and shipping activities.

What about supplies and consumables?

Continue to place your orders via the web, fax or phone, and we will handle the shipment with no additional effort require. All items will ship from Charlotte.

What about accounts payable and receivable?

The usual methods of contacts and payments will remain intact. We will be changing banks, over to Bank of America from Chase. That information is being transmitted where appropriate. Toll free numbers, faxes and e-mails will continue to work as before.

Other questions?

Feel free to call us and ask! Our primary concern is that this move be as seamless as possible for all of our existing and future customers!

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