



**ARKRAY AMERICA, INC.**

801 S Marquette Ave  
Suite 200, Office 212  
Minneapolis, MN 55402 USA  
office: 952.646.3200  
fax: 952.646.3110  
toll-free: 800.818.8877  
www.arkrayusa.com

March 06, 2025

Dear Valuable Customer,

The purpose of this letter is to inform you that ARKRAY is updating the company address on product labeling due to the relocation of our operations office in the United States.

This relocation only impacts product labeling. All other ARKRAY contact information including phone numbers, email addresses and the company website remain unchanged and are provided below for your reference.

ARKRAY product labeling is being updated with one of the following addresses and phone numbers found in the ARKRAY Contact Information below:

**Distributed By**

ARKRAY USA  
8260 NW 27<sup>th</sup> St, Suite 403  
Miami, FL 33122 USA

**Manufactured For**

ARKRAY, Inc.  
Yousuien-nai, 59 Gansuin-cho,  
Kamigyo-ku Kyoto, JP 602-0008

**U.S. Support**

(US 800# see below)

[www.arkrayusa.com](http://www.arkrayusa.com)

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(US 800# see below)

[www.arkrayusa.com](http://www.arkrayusa.com)

ARKRAY is updating labeling as quickly as possible but note the company address can be on multiple product labels within a fully packaged medical device. During the transition, there may be instances where packaged devices contain labels with either the old or new company address. If you or any of your customers have questions about the change in company address, please contact ARKRAY Technical Customer Service.

**ARKRAY Contact Information**

**ARKRAY Order Services - ALL PRODUCTS:** 800.818.8877 Option 4  
Product returns email: [orderservices@arkrayusa.com](mailto:orderservices@arkrayusa.com)



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## **ARKRAY TECHNICAL CUSTOMER SERVICE**

**CONSUMER HEALTHCARE DIVISION** - 800.566.8558 Option 1

**PROFESSIONAL HEALTHCARE DIVISION** - 800.818.8877

Option 5 for general products

Option 6 for Assure PT Care

**DENTAL DIVISION** SillHa Oral Wellness - 844.559.0842

Option 1 for sales

Option 2 for technical support

**USL LAB DIVISION** - 855.646.3108 Option 1

Thank you for your business. We look forward to continue providing excellent customer experience with every opportunity we have.

Sincerely,

Toshio Serizawa  
Chief Operating Officer  
ARKRAY America, Inc