



IMPORTANT SERVICE NOTICE
Effective February 2011

Dear Valued Customer:

Our records indicate that you own a FF 450 Fundus Camera and / or a VISUPAC 430 or 450 Imaging System that will be affected by this notice. This notice does **NOT** affect **FF 450^{plus}** or later models of **VISUPAC** Imaging System (**431, 451, 481, etc.**) that Carl Zeiss Meditec continues to develop.

It has been over 8 years since Carl Zeiss Meditec last manufactured the FF 450 Fundus Camera and the VISUPAC models 430 and 450. We have continued to service, maintain and support this product line. However, due to the scarcity and unavailability of many optical, mechanical and electronic parts and components it is no longer feasible to replenish our spare parts inventory for these instruments. As a result, Carl Zeiss Meditec, Inc. (CZMI) must discontinue repair and maintenance service and begin **End of Life Support** for the FF 450 Fundus Camera and the VISUPAC models 430 and 450.

Effective February 2011 Carl Zeiss Meditec, Inc. will discontinue repair and maintenance service and begin End of Life Support for the FF 450 Fundus Camera and the VISUPAC models 430 and 450.

What can you expect during *End of Life Support*?

- CZMI will continue to stock frequently used supplies until they become unavailable or cost prohibitive.
- CZMI will no longer provide remote support, repair or maintenance service for these products.

If you have questions about this notice, please contact a Customer Service Representative (5:30 AM to 5:00 PM Pacific Time) by calling toll-free 800-341-6968.

We hope that you continue to benefit from the use of your fundus imaging system affected by this notice and if you would like, we would be happy to provide information on a trade-in opportunity. Please contact our local sales representative or our Customer Direct Center toll free at 800-342-9821 for more information.

I would like to take this opportunity to thank you for your loyalty and express my hope that you will continue to partner with Carl Zeiss Meditec in building a successful practice.

Sincerely,

A handwritten signature in black ink, appearing to read "S. B. Gadelha Jr.", written in a cursive style.

Savio B. Gadelha Jr.
Services Marketing Manager

Note: Please help us keep our customer database accurate by notifying us if you no longer own a FF 450 Fundus Camera and / or a VISUPAC 430 or 450.