



CARL ZEISS MEDITEC

**IMPORTANT SERVICE NOTICE**  
**Effective January 2011**

Dear Valued Customer:

Our records indicate that you own a **HARK models 597 and 598** that will be affected by this notice. This notice does **NOT** affect the HARK model 599.

Since the last date of production more than 16 years ago, we have continued to service, maintain and support the HARK models 597 and 598. The scarcity and unavailability of many optical, mechanical, and electronic components have become a major issue, and our attempts to fortify our spare parts inventory have steadily become more difficult. Since we can no longer guarantee parts availability, we must begin *Commercially Reasonable Support* for these instruments.

**This Notice is being sent to clarify the level of support you can now expect for your HARK models 597 and 598. Commercially Reasonable support is effective January 2011.**

*What is Commercially Reasonable Support?*

- Should your unit require service, Carl Zeiss Meditec will respond as requested. We will evaluate and troubleshoot to determine to what extent your unit can be repaired and inform you of the results. You then can decide the course of action, up to and including the decision not to repair the instrument.
- All service rendered during evaluation and troubleshooting will be billed at normal billable rates. In the event that the product cannot be repaired or you choose not to proceed with the repair, these charges will apply and are not refundable.

**Customers for Life**

Carl Zeiss Meditec, Inc. is committed to partnering with customers and providing reasonable options for as long as possible. *Commercially Reasonable Support* is our way of helping you provide uninterrupted patient care by prolonging the usefulness of your instrument. Since our customers' success is a measure of our success, we devote serious consideration to these issues.

If you have any questions regarding this announcement, you may reach a Customer Service Representative by calling 800-341-6968. On behalf of Carl Zeiss Meditec, Inc., I would like to take this opportunity to thank you for your loyalty and express my hope that you will grant us the privilege of partnering with you for many years ahead.

Sincerely,

Savio B. Gadelha Jr.  
Services Marketing Manager  
Carl Zeiss Meditec, Inc.  
Direct: 925-557-4369

Note: Please help us keep our customer database accurate by notifying us if you no longer own a HARK models 597 or 598.