



IMPORTANT SERVICE NOTICE
Effective January 1, 2018

Thank you for your continued partnership with ZEISS, and for allowing us to serve the needs of your organization. Our records indicate you are the owner of a **Humphrey Lens Analyzer (HLA) Model 350 through 380**.

As you may be aware, we have fully supported this excellent system for many years. We will continue to make every effort to provide support on these HLA units. However, we can no longer guarantee repair due to the lack of availability for many key components. We understand that this situation may impact your organization.

Carl Zeiss Meditec, Inc. (CZMI) will honor active service agreements through December 31, 2017. For those instruments not supported by a service agreement, Commercially Reasonable support applies immediately.

What is Commercially Reasonable Support?

- Should your unit require service, we will evaluate and troubleshoot to determine to what extent your unit can be repaired and inform you of the results (charges may apply). You then can decide the course of action, up to and including the decision not to repair the instrument.
- We will continue to stock frequently used supplies such as paper and ink marker pens.

We are committed to partnering with you to provide reasonable solutions that will help you bring uninterrupted patient care to your practice and to keep your technology current and clinically useful.

Thank you for your trust in our products and continued loyalty. We look forward to an ongoing collaborative partnership with you as we constantly strive to meet the clinical needs of both you and your patients. If you have any questions regarding this announcement, you may reach us by calling us at 1 800-341-6968.

Sincerely,

A handwritten signature in blue ink that reads "Mark Cowan".

Mark Cowan
Vice President, Customer Care US Sales and Service