



IMPORTANT SERVICE NOTICE
Effective April 30, 2019

End of Support, Stratus P3/P4

We know how important it is to your planning to be able to anticipate in advance, changes to the status of your older ZEISS equipment. Therefore we implemented a policy to provide our customers with notice of any such change.

We herewith would like to inform you that the End of Support for your Stratus P3 and P4, system serial no. prefix 3000, 3001 with Windows 2000 operating system and computer serial number smaller than 3002-11999 (with few exceptions) will be realized on April 30, 2019. End of Support means the end of the period where ZEISS can provide the technical expertise, parts availability and viable service delivery process in order to restore the product to original functionality. Effectively, this means we are no longer able to service the system.

Carl Zeiss Meditec, Inc. (CZMI) will honor active service agreements through April 29, 2019. For those instruments not supported by a service agreement, Best Effort support applies immediately.

What is Best Effort 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, as applicable.

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 continued support and confidence in our products. We value you as a customer and appreciate the continued opportunity to support you in your medical equipment and service needs. We would like to invite you to contact your local sales or service representative in order to get more details about the future proceeding. If you have any questions regarding this announcement, you may reach us by calling 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