



Carl Zeiss Meditec AG 73446 Oberkochen

to whom it may concern

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Date:

**End of Guaranteed Support**

To whom it may concern

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 advance notice of any such change. We herewith would like to inform you that the End of Guaranteed Support for your NC33 Floor Stand 000000-1114-715 and OPMI VARIO NC33 000000-1026-701 has been reached August 1<sup>st</sup>, 2018.

End of Guaranteed Support means the end of the period where Zeiss guarantees providing the technical expertise, parts availability, and viable service delivery process in order to restore the product to original functionality.

Nevertheless we will continue to use commercially reasonable efforts to service your system beyond the specified period but unfortunately we cannot promise that this works for all requests. In any case we would like to invite you to contact your local sales or service representative in order to get more details about the future proceeding.

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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.

Best regards

Carl Zeiss Meditec AG

i.V.

  
Dr. Michael Wagner

Global Head of Service Product Management

i.V.

  
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Director global 2nd Level Support and Escalations