



CARL ZEISS MEDITEC

Important Service Announcement

Date: August 30, 2012

RE: Change in Support Status for CEILING MOUNT

Dear Valued Customer,

We are writing to let you know that the product described below manufactured by Carl Zeiss Meditec is an aging product and parts necessary to keep it in prime working condition are steadily becoming obsolete. Because of this, we wanted to inform you about our service and support plan, as well as a cost-effective option for migrating to new technology.

Product Desc.
S23 Ceiling Mount

Moving forward, we will be supporting your Ceiling Mount on a Commercially Reasonable basis, which is defined by Carl Zeiss Meditec as evaluation and troubleshooting to determine the requirements for repair, and the feasibility of that repair given obsolescence of certain parts.

*Carl Zeiss Meditec will, of course, honor all currently active service agreements until they expire.

In light of this notice, we hope that you will consider upgrading to our latest technology by taking advantage of a special trade-in program that we developed just for our customers. Please contact our Customer Direct Center at 800-342-9821 for more details on the trade-in program.

Your continued loyalty and trust is of utmost importance to us, and we hope you will consider Carl Zeiss Meditec for your future product and service needs. If you have any questions about this notice, please contact one of our Service Representatives at 800-341-6968.

Sincerely,

A handwritten signature in black ink, appearing to read "Thomas Fry".

Thomas Fry
Vice President of Customer Care
Carl Zeiss Meditec, Inc.

* All services rendered during this process, including equipment evaluation to determine the requirements for repair are provided at normal billable rates, even if you choose not to proceed with the repair.