



IMPORTANT SERVICE NOTICE
Effective January 31, 2017

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 an **OPMI[®] 19 Microscope**.

As you may be aware, we have fully supported this excellent system for many years. Unfortunately at this time, due to the obsolescence of numerous parts, we can no longer support service needs for this legacy unit. We understand that this situation may impact your organization. With that in mind, we are offering, for a limited time, special promotions for a new surgical microscope model, the OPMI[®] PICO as an attractive technology upgrade. For more information regarding limited-time promotions and special pricing, please contact your local ZEISS distributor or sales representative.

Despite this situation, ZEISS will honor all currently active service agreements with “commercially reasonable” support. For those instruments requiring service and not supported by a service agreement, we kindly ask that you get in touch with us to determine a feasible solution.

What is Commercially Reasonable Support?

- Should you experience a problem which requires service; we will evaluate your instrument, and inform you regarding the extent it can be repaired. You then can decide the course of action you prefer, up to and including the decision not to repair the instrument.
- An evaluation may require a service visit to your office to conduct a thorough and accurate diagnosis to determine feasibility for repair.
- We will continue to stock frequently used supplies, if reasonably available.

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 your continued loyalty. We hope that we will continue our partnership 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 toll free at 1-800-442-4020.

Sincerely,

A handwritten signature in black ink, appearing to read "Bruno Vale".

Bruno Vale
Vice President, Customer Care US Sales and Service