



May 1, 2015

**End of Guaranteed Support OPMI Pentero systems  
with serial no. 6631401300–6631402299**

Dear Valued Customer,

We understand the significance of anticipating potential serviceability changes in the management of hospital equipment. As such, we have implemented a policy to actively provide our customers with advance notice of any such change to ZEISS equipment to enable proper planning in its management.

As you may be aware, long-term availability of selected high-end electronic components is driven largely by third party suppliers with changing development time lines. While we strive to transition through these hardware changes, it is sometimes necessary to consider hardware design modifications to ensure product longevity and reliability. It is for this reason that we are obligated to phase out system components which do not meet these criteria.

Therefore, we would like to inform you that the end of guaranteed support for your OPMI<sup>®</sup> Pentero system(s) with serial number 6631 401300 to 6631 402299, which ended its manufacturing activity in 2006, will be reached on September 30, 2016.

End of guaranteed support means the end of the period when Carl Zeiss Meditec, Inc. guarantees providing the technical expertise, parts availability, and viable service delivery process in order to restore the product to its original functionality. Nevertheless, we will continue to use commercially reasonable efforts to service as well as provide technical advice for your system beyond the specified period. However, given unpredictable service part life time, we cannot commit that we will be able to do so for all requests and for an extended time frame.

Your local ZEISS representative will be in contact with you in the coming weeks to evaluate equipment renewal as well as service options, both of which you can consider in the management of your ZEISS equipment.

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. Should you have any questions regarding this initial announcement, please do not hesitate to contact us directly at 800-442-4020.

Best Regards,

*ZEISS Customer Care Department*

Please acknowledge receipt of this letter by signing below.

First name \_\_\_\_\_

Last Name \_\_\_\_\_

Center/Hospital Name \_\_\_\_\_

Mailing Address \_\_\_\_\_  
Street

\_\_\_\_\_  
City, Zip Code, State

eMail Address \_\_\_\_\_

Pentero Serial Number(s) \_\_\_\_\_

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