



IMPORTANT SERVICE NOTICE
Effective June 1, 2020

End of Support, Visante® OCT 1000

We know how important it is to your planning to be able to anticipate changes to the serviceability status of your equipment. As such, ZEISS provides our customers with notice of any such change.

Visante OCT 1000 systems will reach End of Support on June 1, 2020. End of Support means the end of the period where ZEISS can provide technical expertise, parts availability and viable service delivery processes to restore the product to original functionality. We will not be able to extend, renew or create any new service agreements on this device.

This letter is notification that all ZEISS service agreements for the Visante OCT 1000 will be terminated as of June 1, 2020. ZEISS will issue due credits to customers who may have prepaid service agreements extending beyond this effective date.

Below is a summary of our support capability for the Visante OCT 1000 as of June 1, 2020:

- Should your unit require service, we will evaluate and troubleshoot to determine to what extent your unit can be repaired and inform you of our findings (charges may apply). You then can decide the course of action, up to and including the decision not to repair the instrument.
- We can check our remaining inventory for relevant consumables for purchase, upon inquiry.

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 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 to discuss details on equipment options and upgrades. If you have any questions regarding this announcement, you may reach us by calling at 800-341-6968.

Sincerely,

A handwritten signature in blue ink that reads "Mark Cowan".

Mark Cowan
Vice President, Customer Care US Sales and Service