



IMPORTANT SERVICE NOTICE
Effective April 1, 2021

End of Guaranteed Support, Humphrey® Field Analyzer (HFA) II-i, generation with USB drive

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.

Humphrey® Field Analyzer (HFA) II-i, USB drive system will reach End of Guaranteed Support on April 1, 2021. End of Guaranteed Support means the end of the period where ZEISS can provide a guarantee on the technical expertise, parts availability, and viable service delivery process in order to restore the product to original functionality. For current ZEISS Service Agreement holders on HFA II-i, USB drive systems, Carl Zeiss Meditec will honor all active service agreements. We will not, however, be able to extend, renew or create any new service agreements on this device.

For those instruments that are not maintained by a service agreement, below is a summary of our support capability:

- 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 may then determine the course of action, up to and including the decision not to repair the instrument.
- We will continue to stock frequently used supplies for purchase, as applicable.

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 800-341-6968.

Sincerely,

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

Mark Cowan
Vice President, Customer Care US Sales and Service