



## IMPORTANT SERVICE NOTICE

Dear Valued Customer:

Our records indicate that you own a HARK Auto Refractor Model 599 that will be affected by this notice.

**Effective January 1<sup>st</sup>, 2017, Carl Zeiss Meditec, Inc. (CZMI) will discontinue repair and maintenance services on the HARK Auto Refractor Model 599.**

What can you expect from CZMI, Inc. as a result of this notice from January 1<sup>st</sup>, 2017 onwards?

- We will continue to stock frequently used supplies (paper) until such time when supplies become unavailable or cost prohibitive.
- We will no longer provide remote support, repair or maintenance service.

This letter is notification that all ZEISS service agreements for the HARK will be terminated as of December 31, 2016. ZEISS will issue credits to all customers who have prepaid for a service agreement after this date.

It has been more than ten years since ZEISS last manufactured the HARK Auto Refractor Model 599. The scarcity and unavailability of many optical, mechanical and electronic parts and components make it impractical for us to continue support.

We understand that this situation might impact your practice. Although we hope that your HARK will still perform properly for a long time to come, we would like to inform you of recent enhancements to our basic diagnostic portfolio. With the launch of the **Essential Line** ZEISS now offers a comprehensive solution for your basic diagnostics workflow with devices from pre-test (auto-refraction, lensometry, non-contact tonometry and retina screening), to slit lamp examination and subjective refraction. To learn more about Essential Line products which could benefit your work environment, please visit [www.zeiss.com/essential-line](http://www.zeiss.com/essential-line).

Should your current HARK model no longer function, we kindly ask you to get in touch with us. We are constantly enhancing our Essential Line portfolio, and would welcome the opportunity to provide a review of products to improve your work environment.

Thank you again 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 us 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