



IMPORTANT SERVICE NOTICE
Effective December 1, 2023

End of Support, VISULAS 690s and 690plus

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 change.

The VISULAS 690s and 690plus will reach End of Support on December 1, 2023. End of Support means the end of the period where ZEISS can provide technical expertise, parts availability, and viable service delivery to restore the product to original functionality. After this date, we will not be able to provide any further services on these devices.

This letter is notification that all ZEISS service agreements for the VISULAS 690s and 690plus will be terminated as of December 1, 2023. ZEISS will issue credits to customers who may have prepaid service agreements extending beyond this effective date.

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