



IMPORTANT SERVICE NOTICE
Effective March 1, 2021

End of Support, Matrix 715

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 Matrix 715 will reach End of Support on March 1, 2021. 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. We will not be able to extend, renew or create any service agreements on this device.

This letter is notification that all ZEISS service agreements for the Matrix 715 will be terminated as of March 1, 2021. 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