



IMPORTANT SERVICE NOTICE
Effective March 1, 2020

End of Guaranteed Support, IOLMaster® (Does not affect model 500, 700. This does affect SN ranges listed below).

IOL Master	Serial No. Range
Model 3	87094 - 918260
Model 4	798366 - 918248
Model 5	918320 - 1032872

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.

IOLMaster® systems listed above will reach End of Guaranteed Support on March 1, 2020. 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 these IOLMaster® systems, Carl Zeiss Meditec, Inc. will honour all active service agreements. We will not, however, be able to extend, renew or create any new service agreements on these devices.

This letter is notification that all ZEISS service agreements for the IOLMaster® serial numbers listed above will be terminated as of March 1, 2020. ZEISS will issue due credits to customers who may have prepaid service agreements extending beyond this effective date.

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 can then decide 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 at 800-341-6968.

Sincerely,

Mark Cowan
Vice President, Customer Care US Sales and Service