



CARL ZEISS MEDITEC

**IMPORTANT SERVICE NOTICE**  
**Effective January 2011**

Dear Carl Zeiss Meditec Customer:

Carl Zeiss Meditec continues developing the Visucam with updated hardware and software. Your practice was one of the earliest to benefit from this technology. Our records indicate that you own a **1<sup>st</sup> generation windows 98 based Visucam Lite** that will be affected by this notice. This notice does **NOT** affect 2<sup>nd</sup> generation windows XP based Visucam Lite or other Visucam models (NM/FA, PRO NM, FAF, etc).

Since its last day of production 6+ years ago, Carl Zeiss Meditec has continued to service, maintain and support the 1<sup>st</sup> generation windows 98 based Visucam Lite. The scarcity and unavailability of many optical, mechanical, and electronic components have become a major issue, and our attempts to fortify our spare parts inventory have steadily become more difficult.

Carl Zeiss Meditec, Inc. (CZMI) will honor all currently active service agreements. For those instruments not supported by a service agreement, Commercially Reasonable Support applies immediately. If you have any questions regarding this announcement, you may reach a Service Representative by calling toll free 800-341-6968.

**This Notice is being sent to clarify the level of support you can now expect for your 1<sup>st</sup> generation Visucam Lite. Commercially Reasonable support is effective January 2011.**

*What is Commercially Reasonable Support?*

- Should your unit require service, CZMI will respond as requested. We will evaluate and troubleshoot to determine to what extent your unit can be repaired and inform you of the results. You then can decide the course of action, up to and including the decision not to repair the instrument.
- All service rendered during evaluation and troubleshooting will be billed at normal billable rates. In the event that the product cannot be repaired or you choose not to proceed with the repair, these charges will apply and are not refundable.

**Customers for Life**

Carl Zeiss Meditec, Inc. is committed to partnering with customers and providing reasonable options for as long as possible. *Commercially Reasonable Support* is our way of helping you provide uninterrupted patient care by prolonging the usefulness of your instrument.

Please rest assured that the data from your legacy Visucam model may be transferred to other Visucam models. If at this time you would like to learn more about our latest technology in Fundus Imaging, please contact our local sales representative or our Customer Direct Center toll free at 800-342-9821 for more information.

On behalf of Carl Zeiss Meditec, Inc., I would like to take this opportunity to thank you for your loyalty and express my hope that you will grant us the privilege of partnering with you for many years ahead.

Sincerely,

Savio B. Gadelha Jr.  
Services Marketing Manager  
Direct: 925-557-4369

Note: Please help us keep our customer database accurate by notifying us if you no longer own a 1<sup>st</sup> generation Visucam Lite.