



IMPORTANT SERVICE NOTICE
Effective January 15, 2020

Important Support information for ZEISS VISUCAM^{PRO NM} systems

VISUCAM^{PRO NM} (Model)
VISUCAM ^{NM/FA 1}
VISUCAM ^{PRO NM 1}
VISUCAM ^{PRO NM 2}
VISUCAM ^{PRO NM 2}

The VISUCAM^{PRO NM} was introduced in December 2010. While we make every effort to support our products for as long as we can, spare parts are becoming more difficult to acquire due to the age of the product, thus limiting our ability to provide guaranteed support. We understand the impact these decisions have on your practice and want to provide you with as much advanced notice as possible.

All the VISUCAM^{PRO NM} systems will reach End of Guaranteed Support on 01/15/2020. 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 to restore the product to original functionality.

For current ZEISS Service Agreement holders on VISUCAM^{PRO NM} systems

- Carl Zeiss Meditec, Inc. will provide service and support according to terms and conditions outlined in the agreement through 01/15/2020. We will not, however, be able to extend, renew, or create any new service agreements on this device beyond 01/15/2020.
- After 01/15/2020 should your unit require service, we will make our best effort to provide service on a billable basis for as long as it is commercially reasonable.

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 then can decide the course of action, up to and including the decision not to repair the instrument.

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 800-341-6968.

Sincerely,

Mark Cowan
Vice President, Customer Care US Sales and Service