



December 20, 2021

**ZS3 and Z.One PRO Ultrasound Systems running on Nucleus OS
Discontinuance of Service Contracts, Service Repairs and Service Support**

Dear Valued Customer,

Mindray North America would like to provide our existing customers advance notice of the pending **Discontinuance of Service Contracts, Service Repairs and Service Support for ZS3 and Z.One PRO Ultrasound Systems running on Nucleus OS.**

This will take effect for all Service Contracts, Spare Parts and Repair Center activity by the end of June 2023. Technical Support services will continue for a period of one additional year and will cease by the end of June 2024.

In Summary -

- All new **Service Contracts** will expire by **6/30/2023**
- Existing **Service Contracts** will expire at the end of their term
- **Parts Support** and **Repair Center Services** will end by **6/30/2023**
- All **Technical Support** activities will cease effective 6/30/2024

NOTE: This applies only to the older systems running on Nucleus OS. To identify the OS version, press the **Service** key which is located on the top row of the QWERTY keyboard. If the **Software Version** is at 6.4.85N or lower, the system is running on Nucleus OS.

Mindray remains committed to supporting our products for as long as is feasible, to maximize the benefit of your capital investments. However, it should be noted that, given the age of these systems, we are experiencing increasing difficulties in obtaining the necessary parts to support these products, hence this notification.

We are providing you this information as a courtesy, so that you can plan for the replacement of these vital products in your establishment. Mindray offers generous customer loyalty programs that extend both software license and hardware credits toward the purchase of our most current generation of products and solutions. If you are interested in receiving more information regarding these programs, your local Mindray Sales Representative can be contacted directly or feel free to reach out to our Technical Support team at 877-913-9663. We look forward to discussing with you the advantages of our latest technology offerings.

We hope that this advance notice will assist in minimizing any potential disruption and we thank you for your ongoing support of Mindray and our solutions.

Sincerely,

Michael Lawlor
Sr. Dir., Technology Service