



February 1, 2016

Dear Valued Customer,

Due to the age of the Gas Module II and the SE Gas Module and the lack of availability of vendor supplied parts needed to support these products, it is necessary to end service contracts on these devices.

Mindray Medical is committed to supporting our products for as long as is feasible, to maximize the benefit to our customers for their capital investments. Mindray is providing you with advance notice that renewal of service contracts will have a maximum of one year duration with an end date no later than January 31, 2017. It should be noted that existing active multi-year service contracts extending beyond January 31, 2017 will be honored until their documented expiration date, providing parts are available.

As a courtesy we are providing you with this information so you can plan for the replacement of these vital products. Mindray offers numerous programs to assist you in replacing your monitors with the latest technology, including trade-in allowances on older equipment. To help with this transition, your local Mindray Sales Representative is available to answer any questions regarding our upgrade and transition programs. We look forward to discussing the advantages offered by our latest technologies with you.

We hope this advance notice can minimize disruption and we thank you for your continued support of Mindray products and services.

Sincerely,

A handwritten signature in blue ink that reads "Michael Lawlor". The signature is fluid and cursive.

Michael Lawlor  
Senior Director, Tech Services

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