



May 2020

Dear Valued Customer,

The purpose of this letter is to announce the discontinuation of Service Repair and Technical Support for the DPM3, DPM4 DPM5 Patient Monitors.

- **End of Parts Availability and Service Repair is 12/31/2020**
- **End of Technical Support is 12/31/2021**

Mindray North America (NA) is committed to supporting our products for as long as is feasible, to maximize the capital investments our customers make in our products. However due to the age of these Patient Monitors and the lack of availability of vendor supplied parts needed to support them, it is necessary to end service support and service contracts on these monitors. Please note that Mindray NA will continue to provide repair service until parts are no longer available.

Mindray NA will continue to support existing service contracts until the end of their term or until parts are no longer available. Service Contract renewals will have an end date no later than **December 31, 2020**.

We are providing you this information as a courtesy, so that you can plan for the replacement of this vital product in your establishment. Please note that Mindray NA offers numerous programs to assist you in replacing your equipment 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 NA products and services.

Sincerely,

A handwritten signature in blue ink that reads "Michael Lawlor".

Michael Lawlor
Senior Director, Technology Service

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