



October 24, 2017

Dear Valued Customer:

This letter is addressed to Mindray NA contract customers, regarding the discontinuation of service contracts for the Mindray "AS3000 Anesthesia Machine".

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. However, it should be noted that we are experiencing difficulties in obtaining many parts for this product and cannot commit to providing replacement parts when our vendors can no longer provide them.

Mindray NA will continue to support existing service contract customers until those contracts reach their yearly anniversary date or the contract end date, whichever comes first. Service Contract renewals for this product will have an end date of no later than December 31, 2018. After this date, we will continue to provide services only as parts availability will allow.

As a courtesy, we are providing you with this information so you can plan for the replacement of this vital product. We want you to know that Mindray offers numerous programs to assist you in replacing your Anesthesia machines 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. Your local Sales Representative can be contacted directly or via our Customer Service team at 1-800-288-2121. 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".

Michael Lawlor  
Senior Director, Technology Service

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