



May 2016

Dear Valued Customer:

This letter is addressed to Mindray NA contract customers regarding the discontinuation of service contracts for Accutorr Plus Monitors.

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 the Accutorr Plus monitors and the lack of availability of vendor supplied parts needed to support these products, it is necessary to end service support and service contracts on these monitors. We anticipate the end of service life to become effective December 31, 2016. Please know that Mindray NA will provide repair service until parts are no longer available.

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 are no longer available.

We are providing you this information as a courtesy, so you can plan for the replacement of this vital product in your establishment. Please know 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". The signature is written in a cursive, flowing style.

Michael Lawlor
Senior Director, Technology Service

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