



## IMPORTANT SERVICE NOTICE

End of Guaranteed Support

July 2014

Dear ZONARE Customer,

This letter describes an upcoming support transition for your ZONARE ultrasound system(s).

Effective on June 30, 2015, we will transition the *miniCart* Ultrasound System and the SuperCart Ultrasound System to a *Commercially Reasonable Support* status.

These systems incorporate technology components that are no longer available for purchase. While we will continue to repair and maintain service parts as we are reasonably able, we want to give you advance notice of pending service changes so you can make appropriate equipment planning decisions.

We will honor all current service agreements through the expiration date and we will honor all contractual support lifetime commitments. All other ZONARE systems, including the z.one Ultra (and Ultra sp) Ultrasound systems, are not affected by this change and will continue to receive the full complement of support options.

Upon expiration of current service agreements for the *miniCart* Ultrasound System and the SuperCart Ultrasound System, support will move to a time and materials basis. Support will be provided on *Commercially Reasonable* basis as described below:

- Technical support will be available during normal support hours (5:00 am to 5:00 pm Pacific Time)
- Spare parts sales subject to availability
- When there is a technical issue, your system will be evaluated to determine to what extent, if at all, it can be repaired. Repair and/or upgrade options will be reviewed with you.
- Frequently used supplies will be stocked as we are able

Your ZONARE sales representative is available to discuss the implications of this support transition and to assist you in planning your ultrasound system solutions. In addition, ZONARE has customer loyalty programs to help you transition to our latest technology. Please call ZONARE at 877-966-2731 or email [info@zonare.com](mailto:info@zonare.com) to reach your sales representative.

Our Customer Care team is available to help you with any support needs and can be reached at 877-913-9663.

Thank you for your loyalty and for granting us the privilege of partnering with you.

Sincerely,

A handwritten signature in black ink that reads "Kevin Thorne".

Kevin Thorne  
Sr. Director, Global Customer Support  
ZONARE Medical Systems, Inc.