

Mindray North America Service Bulletin

Subject: End of Service Life – BeneVision R2 Platform, E-Gateway versions 5.1-5.3, 6.1,6.2,6.2.5,6.3,6.3.1 and 6.3.3 running on Windows Server2008 STD (RM Platform Only). RM Tower and G1 Central Station Hardware

This letter is to announce the discontinuation of service and support for the following Patient Monitoring equipment as of December 31, 2024: **BeneVision R2 Platform, E-Gateway versions 5.1-5.3, 6.1,6.2,6.2.5,6.3,6.3.1 and 6.3.3 running on Windows Server2008 STD (RM Platform Only), RM Towers and G1 Central Station Hardware.**

Mindray Medical is committed to supporting our products for as long as possible in order to maximize our customers' capital investments. In the case of the products listed above, we are experiencing difficulty obtaining many parts needed for repairs and, therefore, we can no longer guarantee repair services nor supply of replacement parts. We will continue to provide repair services after December 31st, providing parts are available.

As a courtesy, we are providing you with this information in advance of the discontinuation date so that you may plan for the replacement of these vital products. We want you to know that Mindray offers numerous programs to assist you in replacing your monitoring equipment with the latest in 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 your options for upgrade and transition of products. We look forward to partnering with you to formulate a replacement plan that best suits your needs!

We hope this advanced notice helps to minimize disruption and we thank you for your continued support of Mindray products and services.

Sincerely,



Michael Lawlor
Senior Director, Technology Service

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