



September 2020

Dear Valued Customer,

The purpose of this letter is to announce the discontinuation of Service Support for the M5 and M5Vet as follows:

- **End of Parts Availability and Service Repair – 03/31/2022**
- **End of Service Contracts – 03/31/2022**
- **End of Technical Support – 03/31/2023**

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 M5 and M5Vet, and the lack of availability of vendor supplied parts needed to support them, it is necessary to end service support and service contracts. Although some parts are available in limited supply, many service parts are no longer available. We recommend calling Technical Support (877-913-9663) to verify current stock.

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 March 31, 2022.

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 interest in 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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