



Dear Valued Customer:

This letter is addressed to Mindray NA contract customers regarding the discontinuation of service contracts for the Mindray Panorama Central Stations with Serial numbers starting with "PT"

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 currently 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 is providing you with advance notice that renewal of these service contracts will have a maximum of one year duration with an end date no later than December 31<sup>st</sup>, 2018.

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 these devices 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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