



Dear Valued Customer,

November 11, 2019

The purpose of the letter is to advise that Mindray will discontinue Repair and Technical Support services for the Duo and Trio patient monitors as follows:

- End of parts availability and Service Repair is 12/31/19
- End of Technical Support is 12/31/2020
- Service contracts will continue to be supported until the end of their term or until parts are no longer available

Mindray offers various programs to assist with upgrading equipment to the latest monitoring technology including generous trade-in allowances. Please contact your local Mindray Sales Representative for details.

We thank you for your continued interest in 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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