



September 8, 2020

Re: Discontinuance of Service Contracts/Technical Support - Panorama Patient Monitoring Systems

Dear Valued Customer,

Mindray North America would like to provide our existing customers advance notice of the pending **Discontinuance of Service Contracts and Service Support for Panorama Patient Monitoring Systems.**

This will take effect for all Service Contracts, availability of Spare Parts and Repair Center activity by the end of December 2021. Technical support services will continue for a period of two additional years and will cease by the end of December 2023.

In Summary -

- All **Service Contracts** will expire by **12/31/2021**
- **Parts Support** and **Repair Center Services** will end by **12/31/2021**
- All **Technical Support** activity will cease effective **12/31/2023**

Note: Discontinuance does not apply to eGateways currently in use with BeneVision Centralized Monitoring Systems or BeneVision Workstations that may use hardware with the serial number prefix "RM".

This notice is inclusive of the following Panorama server hardware devices:

- **Panorama Central Stations** - with serial numbers starting with - "RM", "PT" or "VM"
- **Panorama Telemetry Servers** - with serial numbers starting with - "TE" or "WS"
- **Panorama Telemetry TIMs** - with serial numbers starting with - "UVT" or "VT"

Mindray remains committed to supporting our products for as long as is feasible, to maximize the benefit of your capital investments. However, it should be noted that, given the age of the Panorama system, we are experiencing increasing difficulties in obtaining the necessary parts to support these products; hence this notification.

We do offer generous customer loyalty programs that extend both software license and hardware credits (based on your currently owned assets) toward the purchase of our most current generation of products and solutions. If you are interested in receiving more information regarding these programs, your local Mindray Sales Representative can be contacted directly or feel free to reach out to our Customer Service team at 1-800-288-2121. We look forward to discussing with you the advantages of our latest technology offerings.

We hope that this advance notice will assist in minimizing any potential disruption and we thank you for your ongoing support of Mindray and our solutions.

Sincerely,

Michael Lawlor

Sr. Dir., Technology Services