



November 12, 2020

Mindray DPM Central Stations and Tel 200 Telepacks – End of Service Support Discontinuance of Service Contracts, Service Repairs and Technical Support

Dear Valued Customer,

Mindray North America would like to provide our existing customers advance notice of the pending **Discontinuance of Service Contracts, Service Repairs and Service Support for Mindray DPM Central Stations and model Tel 200 Telepacks.**

This will take effect for all Service Contracts, Spare Parts and Repair Center activity by the end of June 2021. Technical support services will continue for a period of one additional year and will cease by the end of June 2022.

In Summary -

- All new **Service Contracts** will expire by **6/30/2021**
- Existing **Service Contracts** will expire at the end of their term
- **Parts Support** and **Repair Center Services** will end by **6/30/2021**
- All **Technical Support** activity will cease effective **6/30/2022**

This notice is inclusive of the following DPM Central Station hardware devices:

- DPM Central Stations - with serial numbers starting **EH**
- Tel 200 Telepacks - with serial numbers starting with **BVB, BVJ, BVH, or SB**

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 these systems, 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