

Customer Letter - R2 CL or R2 DM

Dear Hologic|R2 Customer,

As a valued Hologic customer, you have our commitment to provide you with the highest quality customer service, product support and technologically advanced products. We pride ourselves in being the leading manufacturer of Women's Health products, a goal that could not be achieved without customers like you. Unfortunately, the increasing scarcity of replacement components for older film scanners makes it difficult for us to support one of your systems.

Our records indicate that your facility purchased an **R2 CL** or **R2 DM ImageChecker Film Scanning Platform**, which included a Canon CFS300++ scanner, a model long discontinued by Canon. After careful consideration, it is necessary to declare End of Life on the R2 CL and R2 DM ImageChecker Film Scanning Platforms. As of Aug 1st 2010, we will continue to provide phone support, onsite service support, and materials based on the availability of replacement parts. Every effort will be made to service our current customers through Dec 31st 2013.

For customers wishing to continue film scanning on the latest Hologic|R2 scanning platform we have created a beneficial trade-up program to move your facility to the latest Hologic Scanning Platform. This offer combines special pricing for customers trading in their R2 CL or R2 DM Film Scanning Platform. Please contact the Customer Services department at 1-866-243-2533 or call your local Hologic Account Manager for further information.

Hologic wants to continue its relationship with you into the future. We remain committed to providing our customers with the highest quality products and service. We regret any inconvenience that this may cause, however we believe you will find our new product offerings very attractive.

In the event that your R2 CL or R2 DM Film Scanning Platform is no longer in use and will not be used as a trade in, Hologic will uninstall and recycle the components of the system to gain maximum environmental benefit at no extra cost to you. Please contact the Customer Service department at 1-866-243-2533 for scheduling.

Sincerely,

Roger D. Mills

Roger Mills,
Sr. Vice President and General Manager, Customer Services