

October 2009

PRODUCT “END-OF-LIFE” NOTIFICATION

Dear QDR 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 bone assessment products, a goal that could not be achieved without customers like you. Unfortunately, the increasing scarcity of replacement components for older densitometers makes it difficult for us to support some older models.

Our records indicate that your facility purchased a **QDR-4500** Densitometer, a now discontinued model, over seven years ago. After careful consideration, it is necessary to declare End of Life on this product line. After October 2010, we will continue to provide phone support, time and materials service and service contracts based on the availability of replacement parts.

For customers wanting to update to the latest QDR technology, Hologic has established a special upgrade offer for facilities receiving this notification. This limited time offer combines special pricing and service incentives for customers upgrading their DXA scanner. A Hologic representative will contact you to discuss this offer.

For customers that have upgraded their QDR 4500 system to Discovery the End of Life notice does not affect your system.

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. If there are any questions, please contact the Customer Services department at 1-800-321-4659.

Sincerely,

Roger Mills,
Vice President, Customer Services