



Product End of Service Life notice

For SecurXchange® (R510) product

June 1, 2018

Dear Hologic Customer,

Hologic is committed to providing you with the highest quality customer service, product support, and technologically advanced products to transform breast and skeletal patient care.

Our records indicate that you purchased a SecurXchange® R510 product between 2010 and 2013. In January, we attempted to notify customers that this product reached "End of Life". This means we cannot guarantee problem resolution in the event of a repair situation. Like all SecurXchange products, the server is from Dell but it is customized to Hologic specifications. Consequently, qualified parts may not be available for repairs.

We strongly recommended that your SecurXchange be updated to a new version as soon as possible. Also, all new Hologic SecurXChange units come with a five (5) year warranty.

For customers currently covered by a Hologic service agreement, Hologic will make every reasonable effort to get your system restored at no charge should there be a repair event.

For customers not covered by a Hologic service agreement, all repair events will be charged at current "time and materials" rates.

We apologize for any inconvenience resulting from this notification. For questions, please contact your local Account Manager or Customer Support at 1.877.371.4372.

Sincerely,

Karl Geffken
Marketing Director